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Library of California Board Meeting September 14, 2006

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**September 14, 2006
8:30 a.m. – 3:00 p.m.**

**LoC Board Business Meeting
LSTA Advisory Council on Libraries Meeting**
Immediately following Board business meeting

**California State Library
914 Capitol Mall, Room 500
Sacramento, CA**

A. BOARD OPENING

- 1. Pledge of Allegiance**
Recite the Pledge of Allegiance
- 2. Welcome and Introductions**
Welcome and introduction of Board members, staff, and audience
- 3. Election of Board Vice-President for remainder of 2006 – Document 1**
 - a. Report from the Nominating Committee
 - b. Consider Board Vice-President for 2006
- 4. Adoption of Agenda**
Consider agenda as presented or amended

5. **Approval of October 2005 Board Minutes – Document 2**
Consider minutes as presented or amended
 6. **Resolutions**
 - a. Consider Board resolution for Sally Tuttle – *Document 3*
 - b. Consider Board resolution for Sarah Pritchard – *Document 4*
 - c. Consider Board resolution for Lucy Lin – *Document 5*
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B. REPORTS TO THE BOARD

1. **Board President's Report**
Report on activities since last Board meeting
 2. **Chief Executive Officer's Report**
Report on activities since last Board meeting
 3. **Election of Board Officers for 2007 – Document 6**
 - a. Report from the Nominating Committee
 - b. Consider nominations for Board President and Vice-President for 2007
 4. **Library of California Board meeting schedule and locations – Document 7**
Discussion of dates for 2007
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C. CLSA PROGRAM ITEMS FOR INFORMATION/ACTION

BUDGET AND PLANNING

1. **CLSA Baseline Budget – Document 8**
Consider 2006/07 CLSA baseline budget by program
2. **CLSA System Plans of Service – Document 9**
Consider System Plans of Service for fiscal year 2006/07

RESOURCE SHARING

1. **CLSA Consolidations and Affiliations – Document 10**
 - a. Consider affiliation of Monterey Public Library with MOBAC
 - b. Consider affiliation of Moorpark City Library with MCLS
 - c. Consider affiliation of Victorville Public Library with Inland
 - d. Consider affiliation of Redding City Library with North State
2. **CLSA System Reference Program – Document 11**
 - a. Consider CLSA System population and membership figures for 2006/07
 - b. Update on CLSA System Plans of Service for 2006/07
3. **Presentation: Guest speaker, Ruth Metz**
Developing a New Reference Model – *Document 12*
4. **Interlibrary Loan (ILL) and Direct Loan Programs – Document 13**
 - a. Consider CLSA loan reimbursement rates for 2006/07
 - b. Consider prorating the CLSA loan reimbursement program for 2006/07
5. **CLSA System Communications and Delivery – Document 14**
Update on CLSA System Plans of Service for 2006/07
6. **CLSA System Advisory Board (SAB) Program – Document 15**
 - a. Consider SAB member attendance at CLA annual conference
 - b. Update on CLSA System Plans of Service for 2006/07

7. CLSA State Reference Centers – *No Report*
 8. CLSA Statewide Communications and Delivery – *No Report*
 9. LoC Reference – *No Report*
 10. LoC Statewide Information Databases – *No Report*
 11. LoC Telecommunications Infrastructure – *No Report*
 12. Resource Library Development – *No Report*
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LEGISLATIVE

1. Federal Legislative Issues – *Document 16*
 2. State Legislative Issues – *Document 17*
 3. Legislative Strategies
-

D. PUBLIC COMMENT

Public comment on any item or issue that is under the purview of the Library of California Board and is not on the agenda.

E. COMMENTS FROM BOARD MEMBERS/OFFICERS

Board member or officer comment on any item or issue that is under the purview of the Library of California Board and is not on the agenda.

F. AGENDA BUILDING

Agenda items for subsequent Board meetings.

G. ADJOURNMENT

Adjourn the meeting.

ACTION

AGENDA ITEM: Election of Library of California Board Vice-President for 2006

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING: Election of Board Vice-President for the 2006 term.

<p><u>RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD:</u> I move that the Library of California Board elect _____ as President of the Library of California Board to complete the 2006 term.</p>
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BACKGROUND:

The Library of California (LoC) Board at its October 2005 meeting elected Sarah Pritchard to serve as Board Vice-President for the 2006 calendar year. In June 2006 Member Pritchard submitted a letter (attached) to the Board President tendering her resignation on the LoC Board because of a job change requiring her to leave California.

Library of California Regulations, Section 20304 (b), state that, "Should a vacancy occur in the office of president or vice-president, the state board shall elect one of its members to fill such vacancy for the remainder of the term. The state board shall take this action at its next regular meeting following the occurrence of the vacancy." This being the first regular meeting since the vacancy occurred, the Board will elect a vice-president at this September meeting and that member will continue the office of vice-president through the end of the 2006 calendar year. A Nominating Committee has been appointed and will provide a report to the Board at the meeting.

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June 1, 2006

Paymaneh Maghsoudi, President
Library of California Board
c/o Whittier Public Library
7344 S. Washington Avenue
Whittier, CA 90602

Susan Hildreth
State Librarian of California
California State Library
P.O. Box 942837
Sacramento, CA 94237-0001

Dear Paymaneh and Susan,

It is with regret that I am herewith tendering my resignation from the board of the Library of California, effective immediately. I have accepted a position as the University Librarian at Northwestern University and will thus be moving out of California this August. Being a part of multitype library networking in California has been a highlight of my seven years at UCSB, from working at the regional level, to informal statewide advocacy, to my time on the Board itself. I only wish I could continue and see through to fruition the work that we all know has great potential to benefit the citizens of California.

Please convey my thanks and appreciation to the members of the Board, and to the key staff of the State Library who have worked with the Library of California program, all of whom have been knowledgeable, committed and valuable colleagues.

Sincerely,

A handwritten signature in black ink, appearing to read "Sarah".

Sarah M. Pritchard
University Librarian

DRAFT

**Library of California Board Meeting Minutes
October 20, 2005**

**California State Library
914 Capitol Mall, Room 500
Sacramento, CA**

CALL TO ORDER AND INTRODUCTIONS

President Paymaneh Maghsoudi convened the meeting on October 20, 2005 at 10:45 a.m., by asking Member Tuttle to lead those in attendance in the Pledge of Allegiance. President Maghsoudi then welcomed Board members, staff, and audience members to Sacramento and called for introductions.

Board Members present: President Paymaneh Maghsoudi, Dr. Conchita Battle, Anne Bernardo, Victoria Fong, Linda Jewett, Penny Kastanis, Lucy Lin, Jane Lowenthal, and Sally Tuttle.

California State Library staff present: State Librarian Susan Hildreth, Tom Andersen, Chris Berger, Rush Brandis, Ira Bray, Jacquie Brinkley, Carla Lehn, Kathy Low, Cindy Mediavilla, Barbara Will, Sandy Habbestad, Kevin Saunders, and Cindy Tackett.

ADOPTION OF AGENDA

It was moved, seconded (Jewett/Fong) and carried unanimously that the Library of California Board adopts the agenda of the October 20, 2005 meeting as presented.

APPROVAL OF MINUTES

It was moved, seconded (Kastanis/Fong) and carried unanimously that the draft minutes of the October 21, 2004 Library of California Board meeting were approved as presented.

REPORTS TO THE BOARD

Board President's Report

President Maghsoudi reported that she worked with staff throughout the year on letters for supporting various initiatives on behalf of the Board.

Chief Executive Officer's Report

Susan Hildreth stated that Vice-President Sarah Pritchard was not able to be present because of a family emergency. Hildreth noted that she and Tom Andersen worked on the interview process to fill vacancies in the Library Development Services Bureau.

Guest Speaker's Report on the Future of Cooperative Services

Susan Hildreth introduced guest speaker Maureen Sullivan and stated that the State Library is beginning a process of looking at the services that are provided by our cooperative systems and how the California Library Services Act (CLSA) is functioning today. She stated that we are in a completely different information and library environment than when the CLSA law was drafted. Hildreth stated that she hoped that we could determine if we are using CLSA dollars as effectively as possible. In order to assess that and to get information from the Board and the library community, a number of activities have been initiated. Hildreth stated that first we looked at our reference services, both first and second-level. The next step would be to work with Sullivan and have focus groups where all cooperative library services would be discussed, not just reference services.

Andersen stated that over the summer the State Library convened a series of focus groups specifically targeting reference services at the system level. That continued a series of discussions that began in the Bay Area during the previous winter. The resulting report is

1 included in the Board packet. Andersen noted that all CLSA services would be looked at during
2 the upcoming focus groups, including reference services.

3 Sullivan provided information regarding her background, stating that she is a librarian, but
4 her career in libraries has really focused in several areas, but more recently as an independent
5 consultant. As part of her background, she talked about some of her prior experience working
6 with libraries in California. She then provided a brief overview of the plan for the focus groups
7 as they are currently being developed. Sullivan stated that her initial approach would be to get a
8 current assessment of libraries before starting any concrete planning about future programs. She
9 reported that each session would begin by asking three or four general questions that would
10 provide the framework for the discussion, and then allow some flexibility depending on the size
11 and nature of the group, to determine what else might be pursued in the discussion. Sullivan
12 stated that it is important to have each of the focus groups as similar as possible, but also to allow
13 the conversation to go in the direction that each group would find most useful and valuable. The
14 four questions that are being proposed as the framework for the focus groups are:

- 15 • What is working well, currently?
- 16 • What is not working well?
- 17 • What are the systems offering that is of particular value to the member libraries?
- 18 • What are the changes you would like to see?

19 Sullivan stated that the question regarding changes would help the State Library to prepare
20 for the subsequent convocation, and would provide an opportunity to hear what the library
21 community is thinking, and what might be different as we focus on the future for libraries and
22 library systems.

1 Sullivan stated that the purpose of the focus groups would be to gather a wealth of
2 information. A summary report of the focus groups would include the following key areas:

- 3 • An overall summary of the key findings from the focus groups;
- 4 • Highlights/Information that came out of each distinctive session;

5 and hopefully an opportunity for a third component in the report, which would be:

- 6 • A draft outline of the convocation structure and format.

7 This would be a proposal from Sullivan that would be vetted by whoever the key
8 stakeholders in that effort would be, with Hildreth as the lead.

9 Andersen reported on the dates for the focus group sessions to be held in seven different
10 locations, plus one videoconference.

11 Member Fong asked which libraries would be participating in the sessions.

12 Hildreth responded that, although public libraries would be the main focus, because of the
13 services that are already in place and funded, the invitation would not be limited to public
14 libraries only. Other types of libraries—academic, school, special—would be welcome to
15 participate. From the information gathered from the focus groups, an agenda would be formed
16 for the convocation. Hildreth stated that we hope to develop an interactive process, which would
17 bring together various stakeholders from all types of libraries to get a sense of the larger agenda
18 for California libraries over the next 10 years. Member Fong asked if the report from the
19 reference forums would be incorporated into the focus group discussions.

20 Sullivan responded that the CLSA focus group discussions would be a new source of
21 information and that her report would be derived from what is discussed at those sessions. Some
22 ideas might correspond, or might even be different, as people would be thinking about the

1 reference service component. Sullivan stated that she sees the reference forums and the focus
2 groups as two separate processes.

3 Hildreth stated that a handout would be provided at the focus groups explaining the funded
4 components of CLSA so that participants would understand that the focus is on CLSA-supported
5 services.

6 Member Kastanis stated that it would be important to begin with some guidelines because
7 when focus groups were done for the school libraries under the Library of California, there were
8 many pre-conceived ideas of what libraries thought they would get out of the LoC.

9 Sullivan stated that we would begin each session with a quick review of the CLSA guidelines
10 and close each session with an opportunity for questions, and then go over next steps.

11 Member Lowenthal commented on the various locations, stating that there was not a session
12 being held in close proximity of the libraries of Los Angeles City, Los Angeles County, and
13 Ventura County.

14 Andersen responded that the locations were based on the seven regions of the Library of
15 California and explained the reasons for choosing the locations.

16 Maureen Theobald, Black Gold Cooperative Library System, asked who would be the
17 suggested library staff to attend the focus group sessions.

18 Hildreth responded that it would be great to see each library jurisdiction send at least one
19 representative, and as many System staff as possible should attend.

20 **Election of Board Officers for 2006**

21 President Maghsoudi asked for the report from the Nominating Committee for Board
22 Officers for the year 2006. Committee Chair Kastanis stated that she was appointed to the
23 committee, along with Susan Steinhauser. Member Kastanis reported that since the Board meets

1 once a year, the committee would like to continue with the same slate of officers for 2006. She
2 provided the names of President Maghsoudi as Board President and Member Pritchard as Board
3 Vice-President for the 2006 calendar year.

4 *It was moved by the Nominating Committee (Kastanis) and carried unanimously*
5 *that the Library of California Board elects Paymaneh Maghsoudi as President of*
6 *the Library of California Board for the year 2006.*
7

8 *It was moved by the Nominating Committee (Kastanis) and carried unanimously*
9 *that the Library of California Board elects Sarah Pritchard as Vice-President of*
10 *the Library of California Board for the year 2006.*
11

12 **LoC Board Meeting Schedule**

13 Sandy Habbestad reported that after surveying Board members regarding possible dates to
14 hold a one or two day meeting in 2006, it was the Board's consensus that September 13th and
15 14th would be calendared for its annual meeting in Sacramento. If only a one-day meeting was
16 necessary, the consensus of the Board was to hold it on September 14th.

17 Member Kastanis stated that if possible the Board should meet in a videoconference setting
18 during the year, in addition to the meeting in Sacramento. Andersen commented that, although
19 doable, a meeting held by videoconference or telephone conference would have to be noticed
20 and each conference location would need to be made available to the public.

21 **Legislative Committee Report**

22 Member Kastanis, acting chair of the Legislative Committee, reported that the committee
23 consisted of Susan Steinhauser, who was unable to attend, Anne Bernardo, and Jane Lowenthal.
24 Member Kastanis reviewed the Legislative report from Committee Chair Steinhauser. She noted
25 that the California Library Association (CLA) Legislative Day is April 26, 2006 in Sacramento,
26 and the "Day in the District" is scheduled for January 27 and February 3, 2006. The "Day in the

1 District” event is a great opportunity to meet with your legislator, or one of his/her staff
2 members, at the local office site to discuss libraries. Member Kastanis stated that Assembly
3 Member Lois Wolk, from the Vacaville area, has taken on a portion of the work previously done
4 by long-term library supporter, Dede Alpert, by speaking out for libraries in general.

5 At the request of Member Kastanis, Hildreth reported that the library community was
6 successful in getting the Governor to sign the \$600 million Library Construction Bond measure
7 and placed on the ballot for the June 2006 election. She noted that the LoC Board has gone on
8 record in support of SB 1161, the legislation supporting the ballot measure. There is an action
9 committee working on the campaign for the ballot measure.

10 ***It was moved, seconded (Lowenthal/Fong) and carried unanimously that the***
11 ***Library of California Board endorse SB 1161 (Alpert), the California Reading***
12 ***and Literacy Improvement and Public Library Construction and Renovation***
13 ***Bond Act, that will be on the ballot in June 2006.***
14

15 In responding to a question from Member Lowenthal, Member Kastanis stated that the date
16 for this year’s California School Library Association (CSLA) conference is November 17-20,
17 2005 in Ontario. The 2006 annual conference is November 16-19 in Sacramento. Member
18 Kastanis stated that it is very hard for the school librarians to leave their jobs in the middle of the
19 week to attend Legislative Day. She said that out of 200 school librarians, 20-30 might attend.

20 Member Bernardo reported that in 2003, the County Law Library Task Force was established
21 with AB1095. A report was released in the spring of 2005, which was posted on the Council of
22 California County Law Librarians’ Web site as well as the Judicial Council’s Web site. She
23 stated that there were two small claims bills that were signed by the Governor this year that
24 impacted county law libraries and their funding. She reported that there have been several
25 legislative initiatives, both from the Judicial Council and the Commission and Access to Justice.

1 Member Bernardo reported that the County Law Libraries' perspective with the Judicial Council
2 has been growing as a key component in its access to justice. Many of the reports mentioned the
3 Law Libraries as partners or as self-represented litigants in language barriers in the courts.

4 Member Kastanis added that the law libraries are always very well represented at the
5 California Library Association legislative meetings and take a very active role.

6 Member Lowenthal reported on a bill that would help libraries in the areas of the Gulf Coast,
7 stricken by the devastation of the hurricanes this year. She stated that there is a provision in the
8 IRS Code that allows only people who submit a federal 1040 form to received deductions for any
9 charitable contributions. Member Lowenthal stated that a bill would be introduced into congress
10 next week called the "Katrina Rita Hurricane Relief Act of 2005." The bill will allow the
11 donations that any U.S. citizen provides on a federal 1040A or 1040EZ form to be take off at
12 100%, in addition to deductions that are allowed through the standard deduction on the A or EZ
13 form. Member Lowenthal stated that based on preliminary estimates this will bring over
14 \$600,000,000 to the Gulf Coast area, with libraries being a major recipient of funds. She asked
15 that Board members consider speaking to their congress member about being a co-sponsor.

16 Barbara Will stated that a year ago Congressman Becerra of California introduced an
17 amendment to the Higher Education Act, which extended loan forgiveness. Under the Higher
18 Education Act a person who gets a teaching credential and teaches in a low-income area for five
19 years will receive forgiveness on their student loans. Congressman Becerra's amendment would
20 have changed it and extended it to librarians as well. Although the amendment was not passed,
21 the Higher Education Act is up for reauthorization this year. In both the Senate and the House
22 they now have provision for forgiveness on student loans for librarians who then serve in
23 primarily rural or urban areas that are below certain poverty levels. Will stated that this is an area

1 that the LoC Board has not previously taken a stand; however, taking one now would mean that
2 when the Higher Education Act comes before the congress, the Board President could speak on
3 the Board's behalf in that area. Will stated that the reauthorization would, most likely, take place
4 next year instead of this year, because of time constraints.

5 *It was moved, seconded (Lowenthal/Kastanis) and carried unanimously that the*
6 *Library of California Board recommend and endorse all bills supporting*
7 *librarians, in addition to those that support the teachers, parity and equity in their*
8 *practices.*
9

10 Hildreth asked if the Board has taken a position on the proposed law regarding the Digital
11 Media Consumer Rights Act. Will stated that the Board has already taken a position that was
12 broad enough to encompass the proposed legislation.

13 **Budget and Planning Committee Report**

14 In the absence of Committee Chair Sarah Pritchard, President Maghsoudi stated that there
15 were two action items for the Board's consideration.

16 *It was moved, seconded (Jewett/Lowenthal) and carried unanimously that the*
17 *Library of California Board adopts the 2005/06 CLSA Budget as displayed in the*
18 *chart entitled "Summary—2005/06 CLSA Baseline Budget Recommendation by*
19 *Program" and that the aforementioned chart be included in the minutes of this*
20 *meeting. (See Attachment A)*
21

22 *It was moved, seconded (Fong/Bernardo) and carried unanimously that the*
23 *Library of California Board approves the CLSA System Plans of Service for each*
24 *of the 15 CLSA Cooperative Library System submitted for fiscal year 2005/06.*
25

26 **Resource Sharing Committee Report**

27 Committee Chair Victoria Fong reported that Member Jewett has accepted the position of
28 Chair of the Resource Sharing Committee immediately following its October 2005 meeting, and
29 will continue as chair through the 2006 calendar year.

Transaction Based Reimbursements

Habbestad reported that the annual cost studies that determine the proposed reimbursement rates for the Interlibrary Loan (ILL) and Direct Loan programs were completed and the results were sent to the Department of Finance as part of the ECP (Enrollment, Caseload, Population) process. The Department of Finance did not increase the budget to reflect the high volume of loans through the ECP process, but reduced the budget by 4.5% along with all CLSA programs to aid in the state's budget deficit. The cost study resulted in a decrease in the base rate for the ILL program—from \$5.12 to \$4.48; and for the Direct Loan program, the study reflected a one-cent increase in the base rate. Habbestad reported that after factoring in all the cost elements, the rates for 2005/06 were being proposed at \$4.95 for eligible ILL transactions and \$0.89 for net-imbalance Direct Loan transactions. She stated that once adopted by the Board, the rates would be sent to the Department of Finance for approval as directed in the statute.

It was moved, seconded (Fong/Battle) and carried unanimously that the Library of California Board adopts, subject to the concurrence of the State Department of Finance, reimbursement rates for the 2005/06 fiscal year as follows: for CLSA interlibrary loans, a reimbursement rate of \$4.95 per eligible transaction; for CLSA direct loans, a reimbursement rate of \$.89 per eligible transaction; and that the Chief Executive Officer inform all participants of the 2005/06 reimbursement rates as soon as Department of Finance concurrence is obtained.

Member Tuttle voiced a concern she had about the actual cost of filling an ILL request versus the dollar amount approved by Finance. Hildreth stated that there is a methodology in place that was adopted by the Board in the early 1980s. She stated that the Department of Finance does not determine the rates, but accepts or rejects the reimbursement rates that are developed through the cost study.

Member Fong introduced the next item on the agenda stating that because of the TBR budget and the increasing number of transactions, a motion was needed to withhold a percentage from

each payment.

It was moved, seconded (Fong/Jewett) and carried unanimously that the Library of California Board directs its Chief Executive Officer to withhold 60% from all CLSA ILL and Direct Loan Program reimbursement payments throughout the 2005/06 fiscal year and that, after determining the full State cost of the ILL and Direct Loan programs for 2005/06, directs the CEO to pay the full amount remaining due to each participating library if sufficient funds remain in the 2005/06 CLSA ILL and Direct Loan Program appropriation, or to prorate the final payment equitably if insufficient funds remain in the 2005/06 CLSA ILL and Direct Loan Program appropriation.

Consolidations and Affiliations

Committee Chair Fong put forward two motions for the Board's consideration. First, the Richmond Public Library has requested a change in System membership from North Bay Cooperative Library System to the Bay Area Library and Information System. Secondly, the Fullerton Public Library has requested to re-affiliate with the Santiago Library System after a three-year separation.

It was moved, seconded (Fong/Jewett) and carried unanimously that the Library of California Board approves the proposed change in System membership for the Richmond Public Library from the North Bay Cooperative Library System to the Bay Area Library and Information System effective July 1, 2006.

Donna Truong, representing the Bay Area Library and Information System (BALIS), stated that BALIS is glad to have Richmond back as a member. Annette Milliron, North Bay Cooperative Library System, reported that North Bay is pleased that Richmond Public Library is returning as a member of BALIS; however, Richmond will also continue to be an associate member of North Bay because of their involvement with SuperSearch.

It was moved, seconded (Fong/Lowenthal) and carried unanimously that the Library of California Board approves the affiliation of the Fullerton Public Library with the Santiago Library System effective July 1, 2006.

System Reference Program

Member Fong called on Habbestad to provide background regarding the motion for consideration. Habbestad stated that the System Population and Membership figures require the Board's consideration in order to calculate the System Reference Program allocations for each of the fifteen cooperative systems. She noted that there were no changes in the System structure for 2005/06 and that the populations for the three systems affected by the action taken for Richmond and Fullerton will be calculated for next year's (2006/07) allocation.

Member Fong congratulated each of the 15 Systems for the Plans of Service they submitted and for doing so much with so little money.

Member Kastanis asked about the funding level for Cooperative Systems. Hildreth stated that the reference and information provision is a very important activity at the System level; however, the actual number of reference requests being forwarded to the System for response has greatly declined. Hildreth stated that many users are getting answers to fairly rudimentary questions, but the level and complexity of questions that come through the System is much higher. She stated that the CLSA System Reference funding that is allocated to Systems matches the amount of questions being answered; although this is not true in every situation, it is becoming a trend.

Member Jewett questioned the amount of school districts in the Systems and whether districts have access to online databases that are offered by the Systems. She asked if it would benefit the schools to pay the fee to join a System in order to receive online database subscriptions. Tom Andersen stated that CLSA Systems are legal organizations of public libraries. He reported that each System on its own could decide whether it wants additional members and part of that depends on how the System is organized, as a Joint Powers Agreement or a different type of organization. He stated that some Systems have associate members, such as community colleges

1 and special libraries, but it depends on the System. Andersen stated that it is a local decision and
2 the State is not involved in the local end of how the System functions.

3 Member Jewett raised concern about there only being three school districts in the 15
4 cooperative systems. Andersen responded that there is a section of the law that allows for joint
5 unified school district library districts to be members of a System, but in each case it is the
6 school district that operates the public library. He stated that the law considers those three
7 libraries as California public libraries.

8 Annette Milliron, North Bay and North State Cooperative Library Systems, stated that North
9 Bay negotiates database licensing for its members. North Bay also includes Petaluma High
10 School District and Marin County Office of Education as associate members. Milliron stated
11 that although school libraries are not covered under the CLSA law, they pay the System a
12 membership fee in order to receive services from the System.

13 Karen Bosch-Cobb, Director of Fresno County Library, stated that in SJVLS, where it is
14 mostly rural, there is very poor per capita funding in almost all the member libraries. Many of
15 the libraries in SJVLS don't have the expertise of answering the easy reference questions at the
16 local level. For these libraries the System Reference funds for training is still needed to improve
17 reference service. Bosch-Cobb stated that 24/7 Reference Service, Homework Help, and
18 databases are all reference services, for which decisions need to be made statewide.

19 ***It was moved, seconded (Fong/Jewett) and carried 8-0 (Member Lowenthal not***
20 ***present) that the Library of California Board approves the System Population and***
21 ***Membership figures for use in the allocation of CLSA System Reference Program***
22 ***funds for the fiscal year 2005/06.***
23
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27

1 **System Advisory Board Program**

2
3 Andersen stated that the motion presented needs Board approval annually because it allows
4 Systems to expend funds for travel beyond each System's geographic area.

5 *It was moved, seconded (Fong/Bernardo) and carried 8-0 (Member Lowenthal*
6 *not present) that the Library of California Board approves the use of 2005/06*
7 *allocated SAB Program funds, where available within each approved SAB*
8 *budget, and where requested, to reimburse one SAB member from each System*
9 *for expenses incurred in attending the November 2005 California Library*
10 *Association conference to be held in Pasadena.*

11
12 **LoC Regional Library Network Development**

13 *It was moved, seconded (Fong/Jewett) and carried unanimously that the Library*
14 *of California Board approves the two requests for network affiliation for the*
15 *members listed in Table A, with member services to begin immediately. (See*
16 *Attachment B)*
17

18 Hildreth stated that she spent time this year visiting various System and Network meetings.
19 The connections that were made from the Library of California have evolved in many different
20 ways, from being inactive to providing some incentives and having interest in cooperating,
21 particularly in the Gold Coast and Heartland regions. The local connections are still very
22 important and valuable. Member Fong encouraged members to read through the documentation
23 in the Board packet. Member Jewett asked to have System newsletters sent to LoC Board
24 members as a tool to stay informed regarding System and member services around the state.
25 Member Bernardo commended the networks, especially Heartland, for the extra effort provided
26 to carry on services with very little or no money, and continuing on with the services they had
27 the foresight to purchase in bulk several years ago. She stated that a number of the special
28 libraries who are LoC members, even those in the suspended regions, have reiterated their

1 interest in continuing on with the Library of California concept and staying informed, so that
2 they can move forward if funding becomes available in the future.

3 **CLSA System Communications and Delivery Program**

4 President Maghsoudi called on Habbestad to provide additional information regarding the
5 System C&D Program. Habbestad stated that the documents in the packet are compiled and
6 summarized from the 2005/06 System Plans of Service and 2003/04 System Annual Report.

7 **PUBLIC COMMENT**

8 Kathy Aaron, President, Tierra del Sol (TdS) Library Network, stated that she is considering
9 asking the TdS Board to unincorporate as a 501(c)3. She reported that it takes staff time and
10 money to maintain the things that are legally binding, like the paperwork for the Fair Political
11 Practices Commission (FPPC). Aaron reported that Inland has had a long history of having a
12 successful multitype network; however, soon there will not be the staff to provide the services.
13 She stated that trying to increase the number of reference questions without the staff to do the
14 work is futile. Member Lowenthal commented that Aaron might want to talk to her local
15 community foundations who receive money from major financial donors. They will often have a
16 staff person who can provide a few hours of administrative work. Aaron voiced her concern
17 about recruiting for the TdS Board. She stated that she was told that it might cost up to \$3,000 to
18 unincorporate.

19 Andersen stated that it was his understanding that as long as an organization is registered as a
20 501(c)3 for the IRS, costs would incur. He reminded the Board that the reason the 501(c)3
21 structure was suggested was so that all the members could have voting rights. With a JPA only
22 public agencies could be voting members.

1 Mary Ellen Tyckoson, San Joaquin Valley Library System (SJVLS), stated that while talking
2 about the future of the CLSA Systems and looking at individual components of the Systems, we
3 recognize the importance of the existence of the CLSA Systems themselves in tying people
4 together in the region and forming a structure for everything that is done in terms of cooperation.
5 She stated that SJVLS does a lot beyond what CLSA funds provide. She believes there is a core
6 group that would stay together, but thinks that some libraries would slowly drop out if they
7 didn't have the membership in the CLSA System to give them incentive. The fact that libraries
8 are still affiliating speaks to the value of Systems. If CLSA Systems were no longer funded, she
9 wonders how we can hold together as a group.

10 **BOARD COMMENTS**

11 Member Fong thanked Hildreth for her leadership on behalf of the Library of California. She
12 thanked the staff for the materials prepared for this meeting. She requested that more time be
13 allocated to the LSTA portion of the meeting.

14 Member Lin stated that the K-12 school libraries' funding was drastically cut because K-12
15 libraries are considered a supportive program to the curriculum. She stated that her school
16 library lost all the material funds and library staff. Member Lin reported that school libraries will
17 be relying more on public libraries to serve children and youth in the future if the financial
18 problem is not resolved. She looks forward to collaborating with the library community more to
19 acquire the support needed.

20 Member Battle thanked the staff for all the information forwarded to Board members.

21 Member Kastanis stated she has seen associates who, for many years, have worked for the
22 promotion of school libraries, public libraries, academic libraries, and special libraries. She does
23 not know where the fault lies, but the decision makers have not made the connection between

1 libraries and learning. She is very pleased to see the new staff on board at the State Library and
2 believes they will be a great support to what goes on at the State Library. Member Kastanis
3 stated that she sees a resurgence of some feelings towards the State Library, as it is the heart and
4 soul of what goes on with libraries in California.

5 Chief Executive Officer Hildreth thanked the staff for their hard work and for the Board for
6 coming together. With only one meeting annually it's great to come face to face knowing you
7 support us. Hildreth stated for members in the audience that this is a very difficult time, but we
8 are looking at ways to improve resource sharing. She reiterated that CLSA Systems are currently
9 funded. The Systems are what we have in place and we need to strategically build on that
10 understanding with the Legislature and in the Department of Finance. She stated that
11 unfortunately, nobody in the Governor's office, the legislature, or finance, really ever took on the
12 Library of California as his or her own project. Hildreth stated that the focus groups would allow
13 us to look at where we are now and figure out how to strategically move ahead and keep
14 relevance in the 21st century.

15 Member Jewett stated she is honored to be on the Board. She commented on the Library of
16 California, stating that although it's going through some hard times, it's a well thought out
17 concept, and with patience and advocacy it will prevail. Member Jewett stated that she attended
18 the American Association of School Librarian's Conference in Pittsburg, Pennsylvania, attended
19 by about 8,000 school librarians. At the opening general session, Michael Gorman, President of
20 ALA, spoke to the group about how essential school library media teachers are. School libraries
21 in California may be considered the lowest in the nation, as far as staffing in school libraries.
22 She reported that the keynote speaker at the conference was Coach Carter from Richmond High
23 School, whose life was portrayed in the movie, *Coach Carter*. Member Jewett also stated that

1 she had the pleasure of organizing 150 field trips for 3,000 Sacramento City Unified School
2 District kindergarten children to go to the public library and get their library cards. She was able
3 to personally participate in about 30 of the field trips, which hopefully will make a difference in
4 our literacy rate.

5 Member Lowenthal thanked the staff and welcomed new staff. She stated that one of the big
6 problems we have is that we are not receiving the funding needed from the state. One of the
7 ways to get the visibility is to keep the Library of California and the programs the Board
8 administers, and the concepts and hope that we have for LoC, in front of the Legislature. She
9 encouraged Board members and the members of the audience to call elected officials whenever
10 there was a positive statement or story that needed to be told. Member Lowenthal spoke to the
11 issue of recruiting future librarians. She reminded the Board that the reauthorization process for
12 LSTA is fast approaching. Lastly, Member Lowenthal stated that the bill she wrote that will
13 bring in \$600 million to libraries hit by hurricane Katrina and Rita is going to be on the House
14 floor very soon and co-sponsors are being requested from around the state.

15 Member Bernardo thanked staff for working together so hard this past year and congratulated
16 Hildreth on her confirmation. She commented on the Library of California and looks forward to
17 the day when she will have the chance to bring the viewpoints of special libraries fully to the
18 Board.

19 Member Tuttle thanked staff for the meeting preparation. She commented on her feelings
20 regarding the Library of California and the regional library networks. Member Tuttle stated that
21 schools and libraries needed to cooperate more at the local level. She would like to see every
22 school plan a program with their local library and do the program in the library.

23 President Maghsoudi thanked staff for the meeting preparations.

1 Hildreth added that the closing luncheon speaker at the CLA conference is going to be a
2 woman called the Hollywood Librarian. She is going around the country trying to change the
3 point of view of the typical stereotype of what a librarian is and the image portrayed.

4 Andersen commented that for members attending the CLA conference, the State Library will
5 have a display booth, funded primarily by Infopeople, highlighting several of the LSTA projects
6 and the state literacy program, in the exhibit area.

7
8 **ADJOURNMENT**
9

10 With there being no further business to come before the Board, it was moved, seconded
11 (Kastanis/Lowenthal) and carried unanimously to adjourn at 2:06 p.m. on Thursday, October 20,
12 2005.

13
14 ///

15 ///

**SUMMARY – 2005/06 CLSA BASELINE BUDGET
RECOMMENDATION BY PROGRAM**

PROGRAM	2004/05 BUDGET	2005/06 BASELINE	ADDITIONAL FUNDING RECOMMENDED
Transaction Based Reimbursements	\$ 12,145,000	\$ 11,616,000	-0-
Consolidations & Affiliations	-0-	-0-	-0-
Statewide Data Base	175,000	-0-	-0-
System Advisory Boards	28,500	27,260	-0-
System Reference	1,681,500	1,608,340	-0-
System Communications & Delivery	1,140,000	1,090,400	-0-
System Planning, Coordination, & Evaluation	-0-	-0-	-0-
Statewide Communications & Delivery	-0-	-0-	-0-
State Reference Centers	-0-	-0-	-0-
Total	\$15,170,000	\$14,342,000	-0-

<p>Table A Requests for Network Affiliation for New Members</p>

GOLD COAST LIBRARY NETWORK

Member

Santa Ynez Valley Union High School

Participating Libraries

Santa Ynez Valley Union High School Library

HEARTLAND REGIONAL LIBRARY NETWORK

Member

Islamic Cultural Center of Fresno

Participating Libraries

Islamic Cultural Center of Fresno Library

Library of California Board Resolution 2006-01

WHEREAS, the Library of California Board desires to recognize Sally Tuttle for her distinguished contributions as one of its members on the occasion of the conclusion of her term of service as a Member of the Board; and

WHEREAS, the Board wishes to honor Sally for her outstanding public service representing the Public-at-Large since her appointment by the Senate Rules Committee on January 26, 1999 and her subsequent reappointment in May 2002; and

WHEREAS, the Board wishes to acknowledge Sally for her distinguished service as Vice President of the Board in 2004, and for her willingness to serve in the interim when there was a vacancy in the office of Board President; and

WHEREAS, Sally has advocated for libraries at the state level on behalf of the Board and the greater library community; and

WHEREAS, Sally served with distinction on various Library of California Board committees, including the Literacy Committee (1999-2003), Access Services Committee (2000-2003), Ad Hoc Public Awareness Committee (2001-2002), and the Resource Sharing Committee (2003), and as the Chair of the Literacy Committee (2002-2003); and

WHEREAS, Sally is currently a commissioner of the Calaveras County Library which in 1961, she organized and became its first President, and also served as its President in 1987, 1988 and again in 1993 and 1994, as well as serving as a CLSA System Advisory Board member for the 49/99 Cooperative Library System from 1997-1999; and

WHEREAS, it should be noted that Sally is the President of the Friends of the Mokelumne Hill Branch Library, where she diligently keeps the doors of the library open through her volunteer efforts; and

WHEREAS, during the time when Sally was Fund Raising Chair (1989-1991), nearly \$700,000 was raised to enable Calaveras County to provide matching funds to qualify for a grant through the 1987 California Library Renovation and Bond Act, which built the **Mokelumne Hill Branch Library and History Center**; also, on September 11, 2002, **The Garden of Friends** park was dedicated in honor of Sally Tuttle and the Friends of the Calaveras County Library for all they have done for the Library System; and

WHEREAS, Sally chaired the Membership and Volunteer Committee for the Friends of the Library, and was volunteer coordinator for the Calaveras County Friends of the Library Literacy program in which she helped the program to receive a literacy grant from the California State Library; and

WHEREAS, it should be noted that in 1999 Sally was awarded **Woman of the Year** by three organizations, Soroptimist International of Calaveras County, Mokelumne Hill Lions, and the Calaveras Prospect; and

WHEREAS, the Board wishes to recognize Sally's outstanding contributions to enable Californians to learn and to obtain information through our libraries.

NOW, THEREFORE, BE IT RESOLVED, that

the Library of California Board
extends its sincere appreciation and deep regard to

SALLY TUTTLE

for her distinguished leadership and contributions
to the libraries and people of the State of California
on this day of 14 September 2006

Library of California Board Resolution 2006-02

WHEREAS, the Library of California Board desires to recognize Sarah M. Pritchard for her distinguished contributions as one of its members on the occasion of the conclusion of her term of service as a Member of the Board; and

WHEREAS, the Board wishes to honor Sarah for her outstanding public service representing Academic Libraries since her appointment by former California Governor Gray Davis on January 14, 2003; and

WHEREAS, the Board wishes to acknowledge Sarah for her distinguished service as its Vice President in 2005 and 2006, and for her leadership as Chair of the Budget and Planning Committee (2004-2006) and a member of the Resource Sharing Committee (2003-2004); and

WHEREAS, Sarah has advocated for libraries at the state level on behalf of the Board and the greater library community; and

WHEREAS, it should be noted that she brought to the Library of California Board her valuable experience as an academic librarian, most recently as Director of the Library at the University of California at Santa Barbara; and

WHEREAS, her service and experience extended as a member of the Gold Coast Library Network Board of Directors representing academic libraries as she tirelessly worked to promote the vision of the Library of California; and

WHEREAS, the Board wishes to recognize Sarah's outstanding contributions to enable Californians to learn and to obtain information through our libraries.

NOW, THEREFORE, BE IT RESOLVED, that

*the Library of California Board
extends its sincere appreciation and deep regard to*

SARAH M. PRITCHARD

*for her distinguished leadership and contributions
to the libraries and people of the State of California
on this day of 14 September 2006*

Library of California Board Resolution 2006-03

WHEREAS, the Library of California Board desires to recognize Lucy H. Lin for her distinguished contributions as one of its members on the occasion of the conclusion of her term of service as a Member of the Board; and

WHEREAS, the Board wishes to honor Lucy for her outstanding public service representing School Libraries since her appointment by former California Governor Gray Davis on January 14, 2003; and

WHEREAS, the Board wishes to acknowledge Lucy for her distinguished service as a member of the Budget and Planning Committee (2003-2006); and

WHEREAS, Lucy has advocated for libraries at the state level on behalf of the Board and the greater library community; and

WHEREAS, it should be noted that she brought to the Library of California Board her valuable experience as a school librarian and teacher for the Long Beach Unified School District where she served the children at Bixby Elementary and Lowell Elementary Schools for 35 years; and

WHEREAS, the Board wishes to recognize Lucy's outstanding contributions to enable Californians to learn and to obtain information through our libraries.

NOW, THEREFORE, BE IT RESOLVED, that

*the Library of California Board
extends its sincere appreciation and deep regard to*

LUCY H. LIN

*for her distinguished leadership and contributions
to the libraries and people of the State of California
on this day of 14 September 2006*

ACTION

AGENDA ITEM: Election of Library of California Board Officers for 2007

ISSUES TO COME BEFORE THE BOARD AT THIS MEETING: Election of Board Officers for calendar year 2007.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board elect _____ as President of the Library of California Board for the year 2007.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board elect _____ as Vice-President of the Library of California Board for the year 2007.

BACKGROUND:

Library of California Regulations, Section 20304 (a), state that, "The state board shall elect annually a president and a vice-president at the last regular meeting of each calendar year." A Nominating Committee has been appointed and will provide a report to the Board at the meeting.

AGENDA ITEM: 2007 Meeting Schedule and Locations

2006 Board Proposed Meeting Schedule		
<u>Tentative Dates</u>	<u>Location</u>	<u>Activities</u>
February 21 (Wed) February 22 (Thur) February 27 (Tues) February 28 (Wed)	Sacramento	Board Budget & Planning meeting
August 8-9 (Wed-Thur)	Sacramento	Regular Business Annual Budget Meeting Election of Board Officers for year 2008 LSTA Advisory Council

BACKGROUND:

Library of California (LoC) Regulations specify in Section 20306 that:

- “(a) Regular meetings of the state board shall be held at least four times each year, distributed over the course of the year.
- (b) The tentative dates and locations for the regular meetings for the forthcoming calendar year shall be determined annually, at the last regular meeting of the calendar year.
- (c) Nothing in this regulations shall be construed to prevent the state board from altering its regular meeting dates or altering the locations of meetings.”

Staff is recommending that the Board tentatively schedule a day in February to meet in order to review the Governor’s Proposed Budget for 2007/08 and consider any budget change proposals that need to be submitted to the Department of Finance for FY 2008/09. Staff is hoping that work on a new reference model will be far enough along to necessitate changes in System Plans of Service and Budget documents prior to distributing materials to Systems in March. Staff is hopeful that the 2007/08 State Budget will be enacted at the beginning of the fiscal year and that an August meeting can, once again, be planned. Having the Board’s annual budget meeting early in the fiscal year allows TBR payments to be processed to CLSA participants as soon as the data is submitted for reimbursement.

A calendar of upcoming and future library-related events and dates is attached to this agenda item.

CALENDAR OF UPCOMING LIBRARY-RELATED EVENTS AND DATES

The following is a list of upcoming library-related events and dates worth noting:

2006		
EDUCAUSE Annual Conference (non-profit organization for the advancement of higher education by promoting the intelligent use of information technology)	October 9-12, 2006	Dallas, TX
ARL (Association of Research Libraries) Annual Membership Meeting	October 17-20, 2006	Washington, DC
LITA (Library Information Technology Association) National Forum	October 26-29, 2006	Nashville, TN
ASIS&T (American Society of Information Science & Technology) Annual Meeting	November 3-9, 2006	Austin, TX
CLA (California Library Association) Annual Conference	November 10-13, 2006	Sacramento, CA
CSLA (California School Library Association) Annual Conference	November 16-19, 2006	Sacramento, CA
2007		
ALA (American Library Association) Midwinter Conference	January 19-24, 2007	Seattle, WA
PLA (Public Library Association) Spring Symposium	March 1-3, 2007	San Jose, CA
ACRL (Association of College and Research Libraries) National Conference	March 29-April 1, 2007	Baltimore, MD
ARL (Association of Research Libraries) Spring Membership Meeting	May 22-25, 2007	St. Louis, MO
SLA (Special Library Association) Annual Conference	June 3-6, 2007	Denver, CO
ALA Annual Conference	June 21-27, 2007	Washington, DC
AALL (American Association of Law Libraries) Annual Conference	July 14-17, 2007	New Orleans, LA
IFLA (International Federation of Library Associations and Institutions) 73 rd Annual Conference	August, 2007	Durban, South Africa
ARL Annual Membership Meeting	October 9-12, 2007	Washington, DC
EDUCAUSE Annual Conference (non-profit organization for the advancement of higher education by promoting the intelligent use of information technology)	October 23-26, 2007	Seattle, WA
AASL (American Association of School Librarians) 13 th National Conference & Exhibition	October 25-28, 2007	Reno, NV
ASIS&T (American Society of Information Science & Technology) Annual Meeting	November 2007	Milwaukee, WI
CLA (California Library Association) Annual Conference	November TBD, 2007	Southern California
2008		
ALA Midwinter Meeting	January 11-16, 2008	Philadelphia, MD
PLA National Conference	March 25-29, 2008	Minneapolis, MN
ARL Annual Membership Meeting	May 20-23, 2008	Coral Gables, FL
ALA Annual Conference	June 26 – July 2, 2008	Anaheim, CA
AALA (American Association of Law Libraries) Annual Meeting and Conference	July 12-15, 2008	Portland, OR
SLA Annual Conference	July 27-30, 2008	Seattle, WA
IFLA 74 th Annual Conference	August 2008	Quebec, Canada

ARL Annual Membership Meeting	October 14-17, 2008	Washington, DC
EDUCAUSE Annual Conference (non-profit organization for the advancement of higher education by promoting the intelligent use of information technology)	October 28-31, 2008	Orlando, FL
CLA Annual Conference	November 14-17, 2008	San Jose, CA

Doc. #9854

ACTION

AGENDA ITEM: Recommended 2006/07 CLSA Budget

<p><u>RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD:</u> I move that the Library of California Board adopt the 2006/07 CLSA Budget as displayed in the chart entitled "Summary—2006/07 CLSA Baseline Budget Recommendation by Program" and that the aforementioned chart be included in the minutes of this meeting.</p>

BACKGROUND:

The 2005/06 State Budget Act reduced the total California Library Services Act (CLSA) appropriation by 5.5%, or by \$828,000. The CLSA Statewide Data Base Program was zeroed out and the remainder of the reduction was spread proportionately to the Transaction Based Reimbursements (TBR) Program and the three System-level Program (Reference, C&D, and SAB).

The 2006/07 State Budget Act included a \$7 million appropriation to the TBR program, while retaining the System-level program budget at 05/06 levels. Exhibit A displays, by CLSA program, the summary of 2006/07 funding compared to the previous year.

Recommendation: Staff is recommending that the Board adopt the scheduled CLSA baseline budget for FY 2006/07.

Relevant Committee: Budget and Planning

Staff Liaison: Tom Andersen/Sandy Habbestad

**SUMMARY – 2006/07 CLSA BASELINE BUDGET
RECOMMENDATION BY PROGRAM**

PROGRAM	2005/06 BUDGET	2006/07 BASELINE	ADDITIONAL FUNDING RECOMMENDED
Transaction Based Reimbursements	\$ 11,616,000	\$ 18,616,000	-0-
Consolidations & Affiliations	-0-	-0-	-0-
Statewide Data Base	-0-	-0-	-0-
System Advisory Boards	27,260	27,260	-0-
System Reference	1,608,340	1,608,340	-0-
System Communications & Delivery	1,090,400	1,090,400	-0-
System Planning, Coordination, & Evaluation	-0-	-0-	-0-
Statewide Communications & Delivery	-0-	-0-	-0-
State Reference Centers	-0-	-0-	-0-
Total	\$14,342,000	\$21,342,000	-0-

AGENDA ITEM: System Plans of Service for 2006/07

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING: Consider CLSA System Plans of Service for fiscal year 2006/07.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the CLSA System Plans of Service for each of the 15 CLSA Cooperative Library System submitted for fiscal year 2006/07.

BACKGROUND:

CLSA System Plans of Service were submitted to the California State Library for approval by the Library of California Board as authorized in CLSA Section 18724 (b). Staff had concerns about a few proposed activities in some systems as well as the manner in which some budget figures were calculated, but believe that by working with the systems these issues can be resolved during the current fiscal year, and therefore recommend that the Board approve the Plans of Service.

Resource Sharing in the 21st Century

In late November and early December 2005, Maureen Sullivan, an independent library consultant with experience in academic and cooperative system settings, conducted a series of focus groups throughout the state, which addressed the value of CLSA system services. The outcomes of those sessions are included in a report titled, "Current State of CLSA Cooperative Library System Service Assessment" (see Exhibit A).

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: CLSA programs are divided into service areas used in the funding formula, and reports from the systems correspond to these service areas. These include: Communications and Delivery, System Reference, and System Advisory Board. System Plans of Service for 2006/07 are summarized in this Board packet by service components and are included with the respective document for each program.

Relevant Committee: Budget and Planning
Staff Liaison: Tom Andersen/Sandy Habbestad

Current State of CLSA Cooperative Library System Service Assessment

Summary Report of Focus Group Results

Prepared for the California State Library and the Mountain Valley Library System by Maureen Sullivan, Focus Group Facilitator and Consultant, with assistance from Susan Hildreth, State Librarian, and California State Library staff.

CONTENTS:

- I. Description of the Process Used**
- II. Recommendations from the Focus Groups**
- III. State Librarian's Comments on the Recommendations**
- IV. General Summary of Responses to the Four Questions**

I. Description of the Process Used

Eight separate focus group sessions were held throughout the state between November 28 and December 8, 2005. One of these sessions was conducted as a videoconference with five different sites. Focus groups were conducted in San Diego, Pasadena, Santa Barbara, Fresno, San Jose, Sacramento, and Redding. The focus group conducted by videoconference included San Luis Obispo, Calexico, Modesto, Palm Springs, and Crescent City.

Four general questions were posed in each session:

1. What works well now in cooperative library services?
2. What does not work well now?
3. What is of most value to you and your members?
4. What desired changes can you identify?

The responses to the questions were recorded, mostly on flip chart sheets. The groups produced extensive lists of responses to each question and there were many separate items. A careful review and analysis of this documentation resulted in the following set of recommendations. A summary of the responses to the four questions posed in the focus groups follows the recommendations.

II. Recommendations from the Focus Groups

The series of sessions produced a wealth of information and ideas. It is important to note that some of the ideas for change fell outside of the scope of this work. The following recommendations are based upon a careful review of the results of all of the sessions. They are focused on the improvement of cooperative library systems and service. A working assumption (and one that was expressed in several groups) is that changes and improvements are likely to be made with no new funding support. This suggests the probability of resource reallocation, which a number of individuals involved in these meetings, recognized.

State Librarian Susan Hildreth has reviewed these recommendations from the focus groups. Her comments, beginning with "CSL" (California State Library), are in Section III.

Library of California Board

- Define the role and responsibilities of Board members more clearly.
- Appoint more practitioners to the Board, i.e., individuals who would bring more relevant knowledge and experience to the work of the Board.
- Review and assess the role and purpose of this Board to address whether it should continue to exist.

Transaction Based Reimbursement

- Maintain the program and increase funding

Funding for Cooperative Library Service

- Fund services and programs on both a statewide and a regional basis rather than continuing to fund the individual systems.
- Work to achieve greater stability in funding, especially for the Transaction Based Reimbursement and the Public Library Fund programs.

Programs

- Investigate the feasibility of making Reference a statewide program.
- Investigate the feasibility of a statewide delivery system.
- Assess the current status and effectiveness of the System Advisory Boards to determine whether to sunset them. If they are to continue, identify ways to make them effective.

Structure and Organization

- Enable consolidation of systems.
- Continue to involve members. Create more opportunities for individuals to come together and to be involved.
- Identify ways to increase the flexibility and efficiency of systems.

- Look at the issue of equity: are there ways to achieve greater equity between rural and urban and among the different systems?
- Analyze the whole structure to identify areas for improvement. Consider a distributed service model that would provide direct access to services (not through a cooperative library system) when feasible.
- Explore the feasibility of and support for expanding the systems to include other types of libraries, to create multi-type systems.

Marketing and Promotion

- Develop a program of public awareness to ensure that the general public, community leaders, and elected officials understand libraries, library service, and cooperative systems.
- Develop a strategy to create a positive public image for libraries.

Service

- Design and conduct statewide user assessments to determine what the people of California really need and expect from library service.

Standards and Assessment

- Develop sets of standards to enable greater consistency in performance across the state. Categories include: facilities, technology, staffing, and collections.
- Establish a means to do outcomes-based assessment.

Networking, Cooperation, and Collaboration

- Create communities of practice to bring people who do similar work or who have common areas of interest to together to network and to learn from each other.

III. State Librarian's Comments on the Recommendations

Library of California Board

- Define the role and responsibilities of Board members more clearly.

CSL: Sections 18821, 18724, and 18725 of the Education Code already specifically list the powers and duties of the Board, and there probably should not be any additional specificity included in the law. If there is general agreement that it is needed, State Library staff can develop a fact sheet that explains the Board's role and responsibilities, its composition, and how its actions affect cooperative library systems, public libraries, and the public.

- Appoint more practitioners to the Board, i.e., individuals who would bring more relevant knowledge and experience to the work of the Board.

CSL: The governor and the two legislative houses – the Assembly and the Senate – appoint Board members. The law is specific about appointments to the Board; appointments are divided among the general public and representatives from libraries. The four legislative appointments and one of the governor's appointments are to represent the general public. The remaining eight gubernatorial appointments are persons who "must work for, or be part of, or be associated with, the governance structure of the type of library they represent." Public, academic, school, and special libraries each have two representatives.

Furthermore, the law says "It is the intent of the Legislature that members of the state board be broadly representative of the people served by libraries statewide and that members reflect the cultural traditions of California's people and the diverse geographic areas of the state."

It probably is unrealistic to expect that the legislature and/or the governor would approve increasing the ratio of library practitioners to members of the general public on the Board.

- Review and assess the role and purpose of this Board to address whether it should continue to exist.

CSL: I think this is a legitimate exercise that would be part of a general review of the California Library Services Act and regulations.

Transaction Based Reimbursement

CSL: *This CLSA program, popularly known as TBR, supports reimbursement of local libraries for a portion of the costs they incur when they extend lending services beyond their normal clientele. Discussions in the focus groups centered on the importance of the program and concern about ongoing funding. First, here is a review of the components of this program:*

- **Interlibrary Loan**

Lending of material from one library to another as a result of a user request for the item. Public libraries as well as non-public libraries (i.e., public and private academic libraries, not-for-profit corporate libraries, school libraries, etc.) are reimbursed only when the borrowing library is a California public library. Public libraries are reimbursed for loans made to each other and to eligible non-public libraries. Only handling costs associated with interlibrary loan transactions are reimbursed.

- **Direct Loan**

Over-the-counter loan of material by a California public library to a resident of some other California public library jurisdiction. Direct loans are reimbursed on a net imbalance basis. A participating public library is reimbursed for the handling costs of those loans made to non-residents that exceed the number of loans made by all other public libraries to the participating library's own residents. The Direct Loan Program has two provisions of service:

Equal Access: If the public library has agreed to participate in the Equal Access provision of CLSA, it is obligated to provide non-resident over-the-counter loan service to residents of public libraries that belong to the same CLSA Cooperative Library System as the lending library.

Universal Borrowing: If the public library has agreed to participate in the Universal Borrowing provision of CLSA, it is obligated to provide over-the-counter loan service to the residents of all other California public library jurisdictions.

Every year the State Library conducts a survey of selected libraries to determine current costs of handling direct and interlibrary loans. The results are adopted by the Library of California Board as loan

reimbursement rates subject to the approval of the state Department of Finance. For the past several years the Department of Finance has approved the rates, which have tended to increase annually. Unfortunately, the budget for the TBR program element has not kept pace with the rising costs of handling loans. In fact, in 2005/06 there was a slight decrease, and the governor has proposed no increase for 2006/07. As a result, TBR payments to libraries have been prorated in order to distribute equitable reimbursements, and currently libraries are receiving much less than 100% of the full reimbursement rate.

As noted later in this document, the State Library is committed to obtaining adequate state funding for the TBR program, and intends to submit a request for additional funding in the 2007/08 Governor's Budget. However, since this process is required to be kept strictly confidential, we will not be able to alert you to the progress of the request until the proposed Budget is released in January of 2007. Even then, we will not be able to tell you if any additional funds reflect what we requested. The Department of Finance requires that we maintain this level of confidentiality.

The TBR program element is also important because it contributes a substantial amount of the funds necessary to meet the maintenance of effort required by the federal government in order for California to receive Library Service and Technology Act (LSTA) grant funds.

Funding for Cooperative Library Service

A general theme throughout the sessions was the need to increase funding, both to support library service and to expand services.

- Fund services and programs on both a statewide and a regional basis rather than continuing to fund the individual systems.

CSL: This approach was the long-term intent of the Library of California Act, which never achieved the financial momentum to move forward, and has been zero funded for several years. It is highly unlikely that it will begin to receive state funding again.

The existing CLSA systems do serve as regional cooperative organizations, albeit in most cases on a smaller geographic scale than the Library of California regional networks. Certainly two or more systems can decide to consolidate to become a larger regional organization.

An analysis of services that are primarily funded at the system level but could be more appropriately funded at the statewide level should be conducted. Reference service provided by systems probably is the most obvious of the currently funded CLSA elements that should be reviewed, and indeed that process has already begun with the focus groups held throughout the state in the summer of 2005.

The possibility of a statewide or larger regional system of delivery and courier service also needs to be reviewed, although frankly, given our state's size and geographical diversity, it is daunting to consider one statewide delivery program that would adequately meet the needs of all public library customers. Many states and regional cooperatives are also looking at new ways of delivering library materials more cheaply and effectively. The State Library hopes to participate in a national symposium on delivery of library materials to be held in Colorado later this year and to be able to send representatives from some of the CLSA systems.

Many of the State Library's programs, especially those funded by the Library Services and Technology Act (LSTA), are statewide. Certainly the Infopeople project is intended to provide training and continuing education opportunities to all library staff throughout California.

- Work to achieve greater stability in funding, especially for the Transaction Based Reimbursement and the Public Library Fund programs.

CSL: As an executive agency, the State Library does submit requests for additional monies for underfunded programs such as TBR and PLF. We also are an information resource for the California Library Association when it supports legislation for additional funding for these programs or when CLA representatives testify at legislative hearings. Greater stability, if that means an assured amount of funding from year to year, may not be an entirely realistic goal. It is certainly desirable, but is subject to many undependable factors such as the state of the economy and changes in administration. What we can all do is continue to impress upon our governor and legislators the importance of these programs and their effect on the citizens of California so that program budgets will be preserved.

Programs

- **Reference**

Investigate the feasibility of making Reference a statewide program.

- **Delivery**

Investigate the feasibility of a statewide delivery system.

CSL: As mentioned above, this is in progress for both reference and delivery. No assumptions have been made that these services should or could be delivered on a statewide basis instead of regionally, but the possibility needs to be investigated.

- **System Advisory Boards**

Assess the current status and effectiveness of the System Advisory Boards to determine whether to sunset them.

If they are to continue, identify ways to make them effective.

CSL: We do need to look anew at the System Advisory Boards (SABs). Sunsetting them would entail changing the California Library Services Act, and if we intend to amend the statute, we should be looking at all sections of the law to determine what else needs to be modified or eliminated, so that changes regarding the SABs would be part of a larger effort.

The Library of California encouraged public involvement by including laypeople on the governing boards of the regional networks. If the SABs were eliminated, there would have to be another vehicle for obtaining public input regarding CLSA system policies and procedures, unless it was determined that public comment obtained by system member libraries would be sufficient.

If the SABs are to continue, we must find ways to invigorate them so they become more useful and effective.

Structure and Organization

CSL: In considering CLSA structure and organization, one must keep in mind that eventually CLSA regulations and/or statute must be revised. All of the following concepts will have to be addressed when that occurs.

- Enable consolidation of systems.

CSL: The California Library Services Act statute and regulations allow systems to consolidate, subject to approval by the state board.

Consolidation provides one method for systems to provide better services more efficiently by reducing administrative costs and opening up resource-sharing opportunities to a wider range of libraries.

- Continue to involve members. Create more opportunities for individuals to come together and to be involved.

CSL: To be successful, this has to be initiated from within the system, and realistically it probably will have to be done with local funds or membership fees. State funding for CLSA cooperative systems currently supports primarily reference, delivery, and System Advisory Boards.

- Identify ways to increase the flexibility and efficiency of systems.

CSL: This is an excellent idea but, again, in terms of state funding, greater flexibility most likely will require revising or amending CLSA regulations or statute, which are fairly prescriptive in how CLSA funds are to be spent.

- Look at the issue of equity: are there ways to achieve greater equity between rural and urban and among the different systems?

CSL: Looking at individual library jurisdictions and not cooperative systems, the LSTA-funded Rural Library Initiative grant has attempted to provide greater equity for rural libraries, especially in the areas of training and communication.

In terms of state funding, the Library of California Board sets the formula policy for Reference and Delivery/Communication allocations, which is where most of the state funds are spent. The Reference allocation formula is based on population and the number of members per system; the Delivery/Communication allocation formula is based on the number of members per system and the geographic distances between them. We would welcome suggestions of other allocation methodologies.

- Analyze the whole structure to identify areas for improvement. Consider a distributed service model that would provide direct access to services (not through a cooperative library system) when feasible.

CSL: As mentioned above, we are investigating the possibility of certain system services being offered statewide instead of regionally, such as reference and delivery. It is important to remember that in a state as large, populous, and diverse as California, it is no simple matter to design and provide a service program that will satisfy the needs of all public library customers in California.

- Explore the feasibility of and support for expanding the systems to include other types of libraries, to create multi-type systems.

CSL: This was the intent of the Library of California. If the CLSA statute and regulations are eventually reviewed with the goal of updating the programs, services, and requirements, expanding membership to include non-public libraries needs to be considered.

Marketing and Promotion

- Develop a program of public awareness to ensure that the general public, community leaders, and elected officials understand libraries, library service, and cooperative systems.

CSL: The State Library and the professional associations have a long history of organizing public relations campaigns to inform the public about the value of public library services. The LSTA-funded "Check It Out" campaign from a few years ago is a good example, as is the Public Library Association's ongoing "Smartest Card" campaign. Currently, the California Library Association is investigating whether to develop a new statewide PR campaign.

All good P.R. starts at home. These state and national campaigns exist to assist local libraries in effectively educating their local communities about their services and why they deserve support. While many P.R. products and techniques will generally work in any library's public awareness program, each library must determine the best approach to reaching its own community.

While it is important for public officials to understand the role that cooperative systems play in enhancing local library services, is it necessary for the general public to know about CLSA and its network of systems, or is it more important to focus on the role of the local library? The primary customers of each cooperative library system are its member libraries.

- Develop a strategy to create a positive public image for libraries.

CSL: We intend to work with the California Library Association and the Public Library Association to develop or refine a public awareness program and strategy.

Service

- Design and conduct statewide user assessments to determine what the people of California really need and expect from library service.

CSL: Many of these have been conducted locally, regionally, and statewide over the past several years. We need to look at what has been done, what information is still valid, and what we still need to learn from our customers.

Standards and Assessment

- Develop sets of standards to enable greater consistency in performance across the state. Categories include: facilities, technology, staffing, and collections.

CSL: If the California Library Association, as the state professional organization, decides to develop standards for public libraries, the State Library will in all likelihood support and endorse what is developed. However, we are not interested in trying to enforce standards or to link them to state funding, other than what is prescribed in law.

- Establish a means to do outcomes-based assessment.

CSL: We have been using outcomes measurement as a formal planning and evaluation tool in many LSTA grants for the past several years. It is not clear what this recommendation addresses, but it would be worthwhile to analyze which cooperative system activities would be good candidates for an outcomes-based approach to evaluating their effectiveness.

Networking, Cooperation, and Collaboration

- Create communities of practice to bring people who do similar work or who have common areas of interest to together to network and to learn from each other.

CSL: Again, given the size of our state and the number of library outlets, this seems like an ideal activity to conduct on a regional basis, where the CLSA systems could facilitate participating libraries in determining which areas of interest would be most appropriate to consider.

IV. General Summary of Responses to the Four Questions

Many notes were taken in the focus groups. It proved to be quite a challenge to summarize the wealth of information gathered in such a short time. The summary below presents the highlights and general themes from the set of focus groups. It provides a general overview of the responses and is not inclusive of all remarks. California State Library staff assisted in consolidating all of the focus group comments into the summary.

1. What Works Well?
Networking, collaboration and collegiality among members
System committees – they provide an opportunity to share ideas and to get to know people
The credibility that systems have with politicians and city administrators such as the city manager and members of the city council
Delivery programs within systems <ul style="list-style-type: none">• This is especially true where the principle of resource sharing is in place and people act on this principle• Courier service is great
Direct loan program and receiving the money to do it
Equal access via universal borrowing
Shared resources – catalog, database, as well as our expertise
Purchasing power of systems, especially for database purchases and in price negotiations
Reference referral program <ul style="list-style-type: none">• Excellent turnaround time for second level reference questions
Second level reference
Interlibrary loan funding and support is seamless and patron-generated at the consortium level
Flexibility in system programs – there is some choice in what gets done
The support and leadership from the State Library
Resource sharing – Supersearch
Transaction-based Reimbursement program encourages resource sharing
The California Libraries catalog because of the ability to search regionally and by type of library
Access to library resources – CLSA makes this transparent to users

2. What Does Not Work Well
<p>System Advisory Boards</p> <ul style="list-style-type: none"> • It is difficult to find volunteers • The boards are not given enough meaningful things to do • They need more focus and direction • Restructure the concept – we need a better model
The public generally is not aware of the systems and all that they do. Some systems do well at promotion; others do not do well at this.
System websites should include a summary of their purpose and services. The websites also need to be a conduit for State Library information.
The uneven distribution of funds – smaller systems and smaller libraries are at a disadvantage
There is no support for libraries other than public libraries, i.e., school, county law, community college, academic, special are not included. There needs to be multi-type library focus.
The delivery program – there is a lack of adequate funding, a lack of infrastructure, and the service does not extend beyond an individual systems.
There is inadequate funding for System Administration.
The ILL/direct loan service because of static funding. It makes no sense from a patron's perspective. It is not a seamless service.
Orientation tends to be toward the top level in libraries. Line staff members are unaware of networks and what they do. Many have no idea what a cooperative system is and how it relates to their library.
There is not enough money. Services are not funded to a desired level. Improvements usually must be funded locally.
There is minimum support of electronic databases.
The deployment of new technologies and the management of them are not well supported.
Good things get developed but then are not deployed.
Administrative costs are high.
The money seems to be in the wrong categories and there is not flexibility to reallocate the money to where it needs to be. Programs are unfunded or under-funded. Funding is inflexible.
Geographic areas not as important anymore. They are a legacy of earlier days.
System reference referral does not work well. Second level reference doesn't turn around quickly enough. With the internet the current second level is more like old third level – questions are difficult and are of a research or specialized nature.
Plans of service – multiple year plans, reflect available funding – product and effort.
Program options do not reflect current technology or customer expectations.
Regulations restrict further consolidation of the 15 library systems.
Staff development is too ad hoc; it just seems to just happen.
We don't seem to come together to figure out new ways to do things because we are tied to the old ways. Legislation and regulations limit us.
Geographic and political barriers need to be addressed. Our customers don't care about geography or institutional funding (public, academic, etc.). We need to reframe our programs based on the customer's world view.
In those cases where a system director is handling more than one system there is too much duplication and pointless work.

2. What Does Not Work Well (cont.)
Level of funding for collaborative ventures, at both state and local levels, is not sufficient.
Equal access is not yet a reality in certain areas of the state.
Reference and ILL turnaround time do not meet patron expectations.
Question Point/Ask Now is not working well enough yet and this prevents an opportunity for positive change.
The structure of CLSA needs to be updated.
Regional and intersystem resource sharing does not work as well as the resource sharing within a system.
The committee structure is obsolete.
Direct Loan Program – some libraries do not participate.
Inconsistent member fees.
Preservation of status quo – slow to change.

3. What Is Of Value to Your Members
Resource sharing because it is convenient and one collection which provides direct loans and system delivery
System reference program
The collective buying power enables us to save money
Seamlessness of service
Synergy of diverse libraries
Networking
Work of the committees contributes to member libraries
Strategic and long term planning
Marketing
Universal borrowing
A good delivery system
Access to other professional and services – system staff
Coordination of products and services
California catalog
Seamless, transparent access directly to the customers – database access, resource sharing
Transaction Based Reimbursement
Purchasing power
Improved and fully staffed online reference services
More local/grassroots programming
Full funding for direct loan and ILL
Multi-type inclusion in California catalog
Continued development of California catalog
More publicity for libraries – universal publicity
Do the most good for the most people
Speed of information/ease of access
Online access
Shared electronic resources
Having a wider professional library network
Training and continuing education for staff and public
Easily accessible resources
Commitment, energy, passion of participants
Clearinghouse for information

3. What Is Of Value to Your Members (cont.)
Access to popular stuff and to obscure stuff
Speed
Multiple formats
Self-service
Maintenance of effort
Better collections locally
Services to/for kids – reading, homework, after school activity
Data, information, facts
Access to other collections
New technology
Communication with the member libraries
Keeping the consortia local
Make things free, especially training
Videoconference council meetings to cut down on travel and ensure a quorum

4. Desired Changes
Use the newest and best technologies
Get more funding to support programs and services
Work to have new CLSA legislation enacted
Pursue the creation of a multi-type organization for cooperative systems
Address the Library of California Board issue by: <ul style="list-style-type: none"> • Better defining its role and responsibility • Appointing more practitioners • Letting the State Library run CLSA – there is no need for this Board
Find a hook (a meaningful program or service) that will energize the public and fund it
Create statewide databases
Find ways to have more flexibility in the design and efficiency of the systems
Scale programs to the local, regional and statewide levels
Sunset the System Advisory Board structure
Fund services, not systems
Keep everyone involved
Strive to achieve equity between rural and urban, among the different economic area, and among ethnic and cultural groups
Provide leadership training
Work to achieve funding stability
Gain better public awareness, with the general public as well as with elected public officials
Facilitate the development of standards, e.g., for facilities, technology, staffing, and collections.
Conduct statewide user assessments
Bring people together, who work at similar jobs, regionally and statewide for networking and training
Make CLSA more flexible in how the moneys are allocated
Conduct an inventory of what different systems are doing
Ensure follow through on demonstration projects to determine and publish the results
The State Library should educate us on trends for libraries
Transaction Based Reimbursement, ILL/direct loan should be transparent to patrons
Facilitate statewide database negotiation
Discounted statewide collection of electronic databases
Move toward more patron-initiated services on their terms
Get more people involved in network awareness
Improve the delivery system
Restructure/consolidate second level reference

4. Desired Changes (cont.)
Improve AskNow <ul style="list-style-type: none"> • Redesign and centralize it • Consider statewide approach, • Provide the staffing at the state level
Extend delivery – provide links to other systems
More multiple collaborations
Statewide website showing services available via systems
Statewide library card
More and more flexible funding
Low administration overhead with direct access to other library resources <ul style="list-style-type: none"> • A distributed model (peer to peer)
Service expectations to match information industry and customer needs – flexibility
Outcomes-based, not process-based evaluation
Encourage changes (such as system consolidation)
Quick timeline for change
Full funding for Transaction Based Reimbursement resource sharing
Focus on funding services to our customers – use existing structures for delivery system if possible, do not create a new structure
Work to create a positive public image for libraries
Virtual or physical gathering place
Restructure CLSA to make it more relevant
More funding, matching funds
More consolidation and merging of systems where needed
More emphasis on intersystem resource sharing
More funding for training
More and consistent funding overall
Legislation should allow more flexibility
Support of innovation
State Library needs to coordinate the cooperatives for consistency of service. (For instance, Palm Springs has become an associate member of MCLS in order to receive training opportunities, emails about legislative news and State Library news none of which is provided by ILS.)
Make a decision about the Library of California so that cooperatives know where they stand and can plan their futures
Let people know how CALIFA and InfoPeople fit into the mix
Push the Smartest Card Campaign
Keep cooperatives as local as possible
Train the directors of the rural and remote systems

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AGENDA ITEM: CLSA Consolidations and Affiliations

ISSUES TO COME BEFORE THE BOARD AT THIS MEETING:

1. Consideration of Monterey Public Library to affiliate with the Monterey Bay Area Cooperative Library System (MOBAC).
2. Consideration of Moorpark City Library to affiliate with the Metropolitan Cooperative Library System (MCLS).
3. Consideration of Victorville Public Library to affiliate with the Inland Library System.
4. Consideration of Redding Public Library to affiliate with the North State Cooperative Library System.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the affiliation of the Monterey Public Library with the Monterey Bay Area Cooperative Library System effective July 1, 2007.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board waive the contiguous boundary requirement of Section 20190(a) of the Code of California Regulations and approve the affiliation of the Moorpark Public Library with the Metropolitan Cooperative Library System (MCLS) effective July 1, 2007, contingent upon the receipt of all documentation required for this action.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the affiliation of the Victorville Public Library with the Inland Library System effective July 1, 2007, contingent upon the approval of the Inland Administrative Council and supporting documentation.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board waive the filing date requirement of Section 20190(c) of the Code of California Regulations and approve the affiliation of the Redding Public Library with the North State Cooperative Library System effective July 1, 2007, contingent upon the receipt of all documentation required for this action.

ISSUE 1: Consideration of Monterey Public Library to affiliate with the Monterey Bay Area Cooperative Library System.

BACKGROUND:

Notification has been received from the City of Monterey Public Library requesting Library of California Board approval to rejoin the Monterey Bay Area Cooperative Library System (MOBAC) effective July 1, 2007 (see Exhibit A). Monterey Public Library withdrew its membership in MOBAC in 1993 in order to charge non-resident borrowers a library card fee. Since August 1996 Monterey Public Library has contracted with MOBAC for System services and activities not requiring compliance with the Equal Access provision of CLSA. As of July 1, 2006 Monterey Public Library has eliminated its library card fee for all California residents. Monterey Public Library will participate in both Direct Loan programs of the Act—Equal Access and Universal Borrowing.

A resolution from the City of Monterey Board of Library Trustees in support of the fee elimination and membership in MOBAC is included as Exhibit B. The MOBAC Administrative Council approved the affiliation request at its May 12, 2006 meeting (see Exhibit C).

ISSUE 2: Consideration of Moorpark Public Library to affiliate with the Metropolitan Cooperative Library System.

BACKGROUND:

The City Council of the City of Moorpark plans to withdraw from the Ventura County Library System, effective January 1, 2007 in order to form an independent public library jurisdiction. The City of Moorpark has filed a notice of intent with the Library of California (LoC) Board, through the State Librarian, stating its intent to affiliate with the Metropolitan Cooperative Library System (MCLS), effective July 1, 2007, pending the adoption of an Ordinance and the approval of the MCLS Administrative Council (see Exhibit D). Exhibit E contains two resolutions, the first one stating the City's withdrawal from the Ventura County Library System; and the second stating the City's intent to establish the Moorpark City Library jurisdiction. The City is requesting that the LoC Board waive the contiguous boundary requirement. The City of Moorpark is located within the borders of Ventura County, which is a member of the Black Gold Cooperative Library System. The City believes that MCLS best meets the needs of Moorpark residents because a significant percentage of the City's population work in the Los Angeles area and their ability to borrow books would enhance their access to libraries. The City also recognizes the impressive reputation and member services of MCLS and wishes to be an active member. Exhibit F is a letter to MCLS requesting the Administrative Council's approval to accept the Moorpark City Library as a member of the System effective July 1, 2007. The City is also requesting that MCLS will consider them as an associate member in the interim.

In the past, the Board waived the contiguous boundary requirement when it approved the affiliations of Thousand Oaks and Oxnard Public Libraries with MCLS. The recommended motion is contingent upon the receipt at the State Library of all required documentation for the request.

ISSUE 3: Consideration of Victorville Public Library to affiliate with the Inland Library System.

BACKGROUND:

Notification has been received from the City of Victorville establishing an independent municipal library jurisdiction on July 1, 2006. The City is currently in the process of transitioning from the San Bernardino County Library System to a community public library system (see Exhibit G). Exhibit H contains the approval from the Board of Supervisors of San Bernardino County withdrawing the City of Victorville as a member. It is the intent of the Victorville Public Library to affiliate with the Inland Library System (see Exhibit I); however, its request is contingent upon the Inland Administrative Council accepting Victorville as a member and the supporting documentation.

ISSUE 4: Consideration of Redding Public Library to affiliate with the North State Cooperative Library System.

BACKGROUND:

The State Library has received notification from the City of Redding establishing an independent library jurisdiction effective January 1, 2007. It is the intent of the City to affiliate with the North State Cooperative Library System effective July 1, 2007. Board approval of this request is contingent upon the North State Administrative Council accepting Redding Public Library as a member and the supporting documentation.

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: June 30, 1983 marked the last date on which public libraries affiliating with Systems were eligible for grants under the Affiliations Program.

Although affiliation grants are no longer available, the State Board must still approve the proposed affiliation of independent public libraries with Systems, since funds for several CLSA programs are allocated on the basis of formulas in which the number of System members is a significant factor.

Public library consolidations (Section 18732) and System consolidations remain eligible for reimbursement grants indefinitely. By statute, consolidation establishment grants are paid as follows:

	<u>For each of 2 years</u>	<u>Total Grant</u>
Public library consolidation	\$20,000	\$40,000
System consolidation	\$10,000	\$20,000

No notifications of intent to consolidate in the 2007/08 fiscal year were received by the September 1, 2006 filing date.

No notifications of intent to consolidate or affiliate in the 2008/09 fiscal year have been received to date. Exhibit J contains a history of CLSA consolidations and affiliations through the 2006/07 fiscal year.

The State Library has received notice from the San Bernardino County Library system that the City of Victorville has requested to withdraw from the county library system to begin operating its own city library effective July 1, 2006. No notification of intent to participate in CLSA or affiliate with a cooperative library system has been received to date.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: The State Board will be notified of all proposed affiliations or consolidations at the Board meeting immediately following the receipt of notices of intent.

Relevant Committee: Resource Sharing
Staff Liaison: Tom Andersen/Sandy Habbestad

Doc. 9991



Exhibit A

MONTEREY PUBLIC LIBRARY

Kim Bui-Burton
Library Director
Phone 831.646.5601
Fax 831.646.5618
buiburto@ci.monterey.ca.us

Ms. Paymaneh Maghsoudi, President
Library of California Board
P.O. Box 942837
Sacramento, C 94237-0001

Dear Ms. Maghsoudi:

I am writing to request that the Library of California Board consider readmitting Monterey Public Library to the Monterey Bay Area Cooperative Library System (MOBAC) as a full CLSA member effective FY 2007-08.

Monterey Public Library has eliminated library card fees for all California residents as of July 1, 2006.

This request has been approved by the City of Monterey Board of Library Trustees and by the MOBAC Administrative Council. Enclosed please find copies of the Board resolution and minutes and the MOBAC minutes.

I look forward to the Library of California Board's support in this matter. If I can provide any additional information, please let me know.

Sincerely,

Kim Bui-Burton
Library Director

Cc:  Sandy Habbestad, California State Library
Linda Crowe, MOBAC System Director

RESOLUTION NO. 2006-1

APPLYING FOR FULL MEMBERSHIP IN THE MONTEREY BAY AREA COOPERATIVE LIBRARY SYSTEM UNDER THE CALIFORNIA LIBRARY SERVICES ACT

WHEREAS, the Monterey Public Library has been a Category III member of the Monterey Bay Area Cooperative Library System since August 1996 and has fully participated in System activities not requiring compliance with the Equal Access provisions of the California Library Services Act; and

WHEREAS, the City of Monterey Board of Library Trustees voted on March 22, 2006 to eliminate library card fees for residents of the System service area or all California residents effective July 1, 2006; and

WHEREAS, the Monterey Public Library does approve and adopt the Plan of Service of the Monterey Bay Area Cooperative Library System; and

WHEREAS, it is in the public interest that the Monterey Public Library become a member of the System; and

WHEREAS, the Board of Library Trustees has administrative authority over the Monterey Public Library under the Monterey City Charter;

NOW, THEREFORE BE IT RESOLVED that the City of Monterey Board of Library Trustees make application on behalf of Monterey Public Library to the Monterey Bay Area Cooperative Library System and the Library of California Board for full membership in the Monterey Bay Area Cooperative Library System under the California Library Services Act effective on or before July 1, 2007.

PASSED AND ADOPTED BY THE CITY OF MONTEREY BOARD OF LIBRARY TRUSTEES this 26 day of April, 2006, by the following vote:

AYES: 3 BOARD MEMBERS: Castagna, Wareham, Yamanishi

NOS: BOARD MEMBERS:

ABSENT: 2 BOARD MEMBERS: Butler, Chandler

APPROVED:



Chair of the Board of Library Trustees

MOBAC ADMINISTRATIVE COUNCIL

Meeting Minutes

May 12, 2006

Cabrillo College

Sesnon House

6500 Soquel Drive

Aptos, CA 95003

Presiding: Margaret Pelikan (HML)

Council

Present: Kim Bui-Burton (MPL), Anne Turner (SCZ), Peter Liu (MIIS), Fran Wolfe (MBA), Shuk Auyeung (GAV), Ginny Steel, (UCSC), Carol Heitzig (WAT), Bob McElroy (MCO), Johanna Bowen (CAB), Bernadine Abbott (MPC)

Others

Present: Jennifer Waterson (MIIS), Linda Crowe (MOBAC), Donna Truong (MOBAC), Kathy Krause (MOBAC)

1. Call to Order, Introductions, Announcements:

The meeting was called to order at 9:35 a.m.

Proxies:

Kim Bui-Burton (MPL) for Ellen Pastore (PGR)

2. Adoption of the Minutes:

Corrections:

Ginny Steele (UCSC) should be under Council, not other.

Anne Turner & Kim Bui-Burton should be on the Nominating Committee not Margaret Pelikan.

MSP: to approve the minutes of April 14, 2006 as amended.

3. Administrative Business:

A. DASH BOARD

B. Financial Statement through April 2006

→ C. Resolution for Monterey Public Library to become a Full Member of MOBAC

Monterey Public Library's becoming a full member does not affect membership fees but it will create a little more revenue from the State.

MSP: to approve Resolution of Monterey Public Library to become a Full Member of MOBAC

D. AD-Hoc Committee Report

The Ad-Hoc MOBAC Union Catalog Transition Committee members; Anne Turner, Rebecca Bergeon, Judit Sedillos, and Georg Romero met once and followed up with emails and a written report included in the Council Agenda packet. The goal was to identify budget, training, ILL and technology issues as related to the transition from MRC to the California's Library Catalog. The report identifies specific issues and recommended specific actions for Council to consider. Margaret Pelikan reviewed the issues and recommended actions with Council. Recommended Actions under ILL Recommendations: Review existing borrowing; lending guidelines regarding ILL activity hierarchy with MOBAC and determine if they will be adequate after transition. Develop system guidelines for processing ILL requests. Individual libraries make the decision on workflow for processing non-OCLC ILL requests.

MSP: to accept ILL Recommended

Recommended Actions under Technology: the Committee recommended that MOBAC sever all contractual and financial relations with Bruce Van Allen at the conclusion of FY 2005/2006. To meet this goal, on May 31 all MOBAC ILL participating libraries will print all outstanding ILL transactions from the BVA product. Effective June 1 all new ILL transactions will be handled via OCLC and by June 15 all MOBAC libraries will pull their FY 2005/2006 statistics from the BVA product. July 3 the server will be disconnected and recycled. If MOBAC does not cease use of the BVA product by the end of the fiscal year, MOBAC will incur financial liability into the next fiscal year.

MSP: to accept Technology Recommendations

Recommended Actions for Budget issues: the Ad-hoc Committee recommends that these issues be forwarded to the budget committee for consideration. The budget committee should review process, identify all income from MOBAC, review budget expenditures and develop expenditure priority options.

RESOLUTION NO. 2006-12 05

APPLYING FOR FULL MEMBERSHIP IN THE MONTEREY BAY AREA COOPERATIVE LIBRARY SYSTEM UNDER THE CALIFORNIA LIBRARY SERVICES ACT

WHEREAS, the Monterey Public Library has been a Category III member of the Monterey Bay Area Cooperative Library System since August 1996 and has fully participated in System activities not requiring compliance with the Equal Access provisions of the California Library Services Act; and

WHEREAS, the City of Monterey Board of Library Trustees voted on March 22, 2006 to eliminate library card fees for residents of the System service area or all California residents effective July 1, 2006; and

WHEREAS, the Monterey Public Library does approve and adopt the Plan of Service of the Monterey Bay Area Cooperative Library System; and

WHEREAS, it is in the public interest that the Monterey Public Library become a member of the System; and

NOW, THEREFORE BE IT RESOLVED that the Monterey Bay Area Cooperative Library System make application on behalf of Monterey Public Library to the Library of California Board for full membership in the Monterey Bay Area Cooperative Library System under the California Library Services Act effective on or before July 1, 2007.

PASSED AND ADOPTED BY THE ADMINISTRATIVE COUNCIL OF THE MONTEREY BAY AREA COOPERATIVE LIBRARY SYSTEM on this 12 day of May, 2006, by the following vote:

AYES: 11 COUNCIL MEMBERS: Bui-Burton (for Pastore), Pelikan, Turner, Liu, Wolfe, Auyeung, Steel, Heitzig, McElroy, Bowen, Abbott

NOS: BOARD MEMBERS:

ABSENT:

APPROVED:

Margaret Pelikan
Chair of the Board, MOBAC



City of Moorpark

PARKS, RECREATION AND COMMUNITY SERVICES DEPARTMENT

799 Moorpark Avenue, Moorpark, California 93021 (805) 517-6200 fax (805) 529-8270

August 21, 2006

Susan Hildreth, State Librarian of California
California State Library
P.O. Box 942837
Sacramento, CA 94237-0001

Dear Ms. Hildreth:

On August 16, 2006, the Moorpark City Council adopted the attached Resolution stating its intent to adopt an Ordinance establishing the Moorpark City Library, pursuant to California Education Code § 18900 *et seq.*, effective January 1, 2007, and directing staff to request membership in the Metropolitan Cooperative Library System (MCLS). Pursuant to the Council's direction, this letter is presented to respectfully request recognition of the Moorpark City Library effective January 1, 2007, pending the adoption of the aforementioned Ordinance. Additionally, the City requests that the Library of California (LoC) Board conditionally approve the City's membership to MCLS, pending MCLS's consideration and approval.

By way of background, on June 21, 2006, the City Council elected to withdraw from the Ventura County Library system effective January 1, 2007 (adopted Resolution attached). From that date forward, the City will operate the Moorpark City Library. It was recently brought to our attention that in order to participate in the California Cooperative Library Services Act (CLSA), the City needs to apply to, and be approved for membership by, a cooperative library system. Furthermore, it is our understanding that final membership approval in a cooperative system must be authorized by the LoC Board.

Since the LoC Board only meets once a year and this year's meeting is scheduled for September 14, there is not enough time to have Moorpark's membership request considered by MCLS prior to the Board's meeting date. The difficulty the City is facing is ensuring that Moorpark City Library patrons do not experience any diminishment of library services on January 1, 2007, and thereafter. In fact, the City's goal is to enhance library services and expand the number of individuals using the Moorpark City Library. The City believes that membership in a cooperative system ensures that Moorpark Library patrons continue to be able to borrow books from, and loan to, other libraries. Missing the LoC Board's September 14 meeting will force the City to wait twelve months or more before joining a cooperative system, namely MCLS. The City recognizes that even if MCLS and the LoC Board were to approve its request for membership, that membership may not be effective until July 1, 2007. However, we hope to join as an associate member and find alternative ways to facilitate the delivery of books loaned to and from the Moorpark City Library until we are granted full membership.

The City believes that MCLS best meets the needs of Moorpark residents. A significant percentage of the City's population works in the Los Angeles area and their ability to check out

PATRICK HUNTER Mayor	ROSEANN MIKOS Mayor Pro Tem	CLINT HARPER Councilmember	KEITH F. MILLHOUSE Councilmember	JANICE PARVIN Councilmember
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Ms. Hildreth Ltr.
August 21, 2006
Page 2

books during working hours would enhance their access to libraries. The City recognizes MCLS's impressive reputation, member services, organization goals and mission and wishes to be an active member.

The City requests that the Library of California Board approve recognition of the Moorpark City Library as an independent public library jurisdiction pending the adoption of an Ordinance and authorize MCLS membership conditioned on MCLS's approval at its first available meeting (September 28). We would like consideration of this request to be placed on the Board's September 14 meeting. It is the City's intent to abide by all CLSA laws, regulations, and policies.

Thank you in advance for your consideration of the City's request. Please extend my appreciation to your staff, particularly Tom Andersen and Sandy Habbestad. They have been very responsive to my phone calls and diligently provided me with helpful information and guidance. I look forward to meeting you at the Library of California Board's September 14 meeting.

Sincerely,



Mary K. Lindley
Parks, Recreation & Community Services Director

Attachments 1) Resolution No. 2006-2479
2) Resolution No. 2006-2508
3) Letter to the Metropolitan Cooperative Library System

cc: Moorpark City Council
Steven Kueny, City Manager
Laurel Patric, MCLS Interim Executive Director

RESOLUTION NO. 2006-2479

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF
MOORPARK, CALIFORNIA, TO WITHDRAW FROM
PARTICIPATION IN THE VENTURA COUNTY FREE
LIBRARY SYSTEM**

WHEREAS, effective January 15, 1998, the City entered into a Memorandum of Understanding ("MOU") between the Ventura County Free Library System ("Library System"), and the cities of Camarillo, Fillmore, Ojai, Port Hueneme, San Buenaventura and Simi Valley ("Library Cities"), relating to the joint administrative and operational oversight of County library services throughout Ventura County;

WHEREAS, the MOU was revised effective April 28, 1998; and

WHEREAS, the MOU and Education Code sections 19100 *et seq.* authorize the City to withdraw from membership in the Library System; and

WHEREAS, the City of Moorpark is authorized to provide library services directly to the public; and

WHEREAS, the City intends to provide for a public library within the City; and

WHEREAS, the second paragraph of the second section of the MOU indicates that if the City provides a public library, then all property taxes, revenues, and assets attributable to the City's jurisdictional boundaries must be transferred to the City; and

WHEREAS, the City will provide library services to the public in a cost effective manner; and

WHEREAS it is the intent for the City to withdraw from the Library System and provide those services itself.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF MOORPARK DOES HEREBY RESOLVE AS FOLLOWS:

SECTION 1. Effective January 1, 2007, the City shall withdraw from the Library System such that the City shall no longer be within the boundaries of the Library System, and will undertake provision of public library services within the City's corporate boundaries.

SECTION 2. Upon receipt of written notice to the Library System, the City expects to receive the current inventory of the Moorpark Library and a final inventory on December 29, 2006, of all of its public collection, materials, shelving, computers, furniture, and other items purchased for public use and contain therein.

SECTION 3. On January 1, 2007, and thereafter, the City expects to receive Library System property taxes and other System revenue directly attributable to the Moorpark incorporated area and all public use items it is entitled.

SECTION 4. The City Manager and/or his designee is directed to take all actions and make all filings necessary to (1) accomplish this withdrawal; (2) provide for continued provision of a public library; and (3) ensure that all property taxes, revenues, and assets are transferred from the Library System to the City. This direction includes compliance with all statutes which may be applicable including, but not limited to, Education Code § 19100 *et seq.* and Government Code § 54900 *et seq.*

SECTION 5. This resolution shall also constitute the required six months advance notice of withdrawal from participation in the MOU and membership on the Library Commission effective January 1, 2007. A certified copy of this resolution shall be delivered to the cities of Camarillo, Fillmore, Ojai, Port Hueneme, San Buenaventura, and Simi Valley and the County of Ventura and the Library System on or before June 30, 2006.

SECTION 6. The City Clerk shall certify to the adoption of this resolution and shall cause a certified resolution to be filed in the book of original resolutions.

PASSED AND ADOPTED this 21st day of June 2006.

Patrick Hunter, Mayor

ATTEST:

Deborah S. Traffenstedt, City Clerk

RESOLUTION NO. 2006-2508

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF
MOORPARK, CALIFORNIA, STATING INTENT TO
ESTABLISH THE MOORPARK CITY LIBRARY

WHEREAS, effective January 15, 1998 the City of Moorpark entered into a Memorandum of Understanding between the Ventura County Free Library System and the Cities of Camarillo, Fillmore, Ojai, Port Hueneme, San Buenaventura, and Simi Valley relating to the joint operation of library services in Ventura County; and

WHEREAS, on June 21, 2006, the City Council adopted Resolution No. 2006-2479 withdrawing from the Ventura County Library System effective January 1, 2007; and

WHEREAS, Resolution No. 2006-2479 states the City's intent to undertake provision of public library services; and

WHEREAS, the City of Moorpark has the authority to establish a public municipal library pursuant to the California Education Code § 18900 *et seq.*; and

WHEREAS, the California State Library Board will conduct its annual meeting on September 14, 2006, and the City wishes the Board to consider recognition of the Moorpark City Library for purposes of Public Library Funds and Cooperative Library Service Act.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF MOORPARK DOES HEREBY RESOLVE AS FOLLOWS:

SECTION 1. On September 20, 2007, the Moorpark City Council shall consider the adoption of an ordinance establishing the Moorpark City Library as set forth in California Education Code § 18900 *et seq.*, including provisions for regulation and maintenance of a public library system provided therein. With the adoption of said ordinance, the Moorpark City Library shall be established effective January 1, 2007, the same day as it stops being a member of the Ventura County Free Library System.

SECTION 2. The City Council directs its staff to request membership in the Metropolitan Cooperative Library System.

SECTION 3. The City Clerk shall certify to the adoption of this resolution and shall cause a certified resolution to be filed in the book of original resolutions.

PASSED AND ADOPTED this 16th day of August 2006.

Patrick Hunter, Mayor

ATTEST:

Deborah S. Traffenstedt, City Clerk

STATE OF CALIFORNIA
COUNTY OF VENTURA
CITY OF MOORPARK

I, Deborah S. Traffenstedt, City Clerk of the City of Moorpark, California, do hereby certify under penalty of perjury that the foregoing Resolution No. 2006-2508 was adopted by the City Council of the City of Moorpark at a special meeting held on the 16th day of August, 2006, and that the same was adopted by the following vote:

AYES: Councilmembers Harper, Mikos, Millhouse, Parvin and Mayor Hunter
NOES: None
ABSENT: None
ABSTAIN: None

WITNESS my hand and the official seal of said City this 16th day of August, 2006.

Deborah S. Traffenstedt, City Clerk
(seal)



City of Moorpark

PARKS, RECREATION AND COMMUNITY SERVICES DEPARTMENT

799 Moorpark Avenue, Moorpark, California 93021 (805) 517-6200 fax (805) 529-8270

August 21, 2006

Laurel Patric, Interim Executive Director
Metropolitan Cooperative Library System
3675 E. Huntington Dr. Suite #100
Pasadena, Ca 91107

Dear Ms. Patric:

On August 16, 2006, the Moorpark City Council adopted the attached Resolution stating its intent to adopt an Ordinance establishing the Moorpark City Library and directing staff to request membership in the Metropolitan Cooperative Library System (MCLS). Pursuant to the Council's direction, this letter is presented to respectfully request consideration of the City's membership by the MCLS Board and member agencies.

The City believes that MCLS best meets the needs of Moorpark residents. A significant percentage of the City's population works in the Los Angeles area and their ability to check out books during working hours would enhance their access to libraries. The City recognizes MCLS's impressive reputation, member services, organization goals and mission and wishes to be an active member.

By way of background, on June 21, 2006, the City Council elected to withdraw from the Ventura County Library system effective January 1, 2007 (adopted Resolution attached). From that date forward, the City will operate the Moorpark City Library. It was recently brought to our attention that in order to participate in the California Library Services Act (CLSA), the City needs to apply to, and be approved for membership by, a cooperative system. Once membership approval has been granted by a cooperative system, the Library of California (LoC) Board will consider said membership for approval.

The LoC Board meets once a year; this year's meeting is September 14. This meeting date does not allow the City time to request membership to MCLS prior to that meeting date. It is the City's intent to request that at its September 14 meeting, the LoC Board consider approving recognition of the Moorpark City Library as an independent public library jurisdiction pending the adoption of an ordinance and authorize MCLS membership conditioned on MCLS's approval at its first available meeting. Therefore, the City respectfully requests that MCLS consider the City's membership at its September 28 meeting. It is the City's intent to adopt an ordinance at its next regularly scheduled City Council meeting on September 20, formally establishing the Moorpark City Library effective January 1, 2007, and to abide by all CLSA laws, regulations, and policies.

The difficulty the City is facing is ensuring that the Moorpark City Library patrons do not experience any diminishment of library services on January 1, 2007, and thereafter. In fact, the

PATRICK HUNTER
Mayor

ROSEANN MIKOS
Mayor Pro Tem

CLINT HARPER
Councilmember

KEITH F. MILLHOUSE
Councilmember

JANICE PARVIN
Councilmember

Ms. Patric Ltr
August 21, 2006
Page 2

City's goal is to enhance library services, including collection and programs. The City believes that membership in a cooperative system ensures that Moorpark Library patrons have full access to other libraries. Missing the Library of California Board's September 14 meeting will force the City to wait twelve months or more before joining a cooperative system, namely MCLS. The City recognizes that even if MCLS were to approve its request for membership, that such membership may not be effective until July 1, 2007. However, we hope to join as an associate member and to find alternative ways to facilitate the delivery of books loaned to and from the Moorpark City Library until we are granted full membership.

Thank you for the assistance you and your staff have provided over the past week. The City recognizes the short time frame of its requests and we appreciate your willingness to guide our efforts. We look forward to attending your September 28th meeting.

Sincerely,


Mary K. Lindley
Parks, Recreation & Community Services Director

Attachments 1) Resolution No. 2006-2479
2) Resolution No. 2006-2508
3) Letter to the California State Library Board

cc: Moorpark City Council
Steven Kueny, City Manager
Susan Hildreth, State Librarian

Exhibit G

**CITY OF
VICTORVILLE**



760-955-5000
FAX 760-245-7243
email: vville@ci.victorville.ca.us
14343 Civic Drive
P.O. Box 5001
Victorville, California 92393-5001

August 29, 2006

Paymaneh Maghsoudi, President
Library of California Board
P.O. Box 942837
Sacramento, CA 94237-0001

Dear Mr. Maghsoudi:

We are pleased to report to you that the City of Victorville has established an independent municipal library system on July 1, 2006, and is in the process of transitioning from the San Bernardino County Library System to a community public library system.

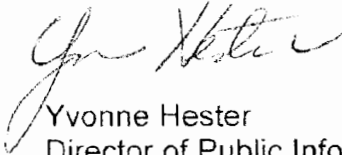
I am enclosing a certified copy of a Resolution No. 05-187 adopted by the Victorville City Council stating the City's intention to withdraw from the San Bernardino County Library System and begin operation of a city library on July 1, 2006. On September 19, 2006, the Victorville City Council is set for a first reading of an ordinance establishing our municipal library and a library commission. Additionally, the City has submitted an application with the Inland Library System, and is awaiting a decision by the Inland Library System Administrative Council. Therefore, we respectfully request that the State Library Board consider approval of our application contingent upon approval from the Inland Library System.

For your review, we have enclosed a copy of our letter of application with the Inland Library System, and certified copies of the Victorville Resolution No. 05-187, as well as the approved withdrawal agreement and temporary operations agreements with the County of San Bernardino Library System.

As the City of Victorville continues the transition of library services at its current location, we are pleased to report that we are already embarking on plans for two more library facilities to meet the needs of our growing population that is nearing 100,000. The Victorville City Council has committed to the construction of a new state-of-the-art library to be constructed as a part of our new Civic Center complex. We expect construction to begin on this facility within three years. Our third library location will be constructed on the west side of our community where we are experiencing unprecedented growth. We are working with local developers for a donation of land for this project and plan to combine the library site with a park facility. These facilities have already been added to the list of City approved projects to receive funds collected from local Development Impact Fees.

For administrative purposes, your office may continue to correspond with me as the principal contact. We sincerely appreciate the assistance provided by Ms. Sandy Habbestad. We are excited to join the ranks of public libraries throughout the State of California and will provide quality service and a wealth of opportunities to all people.

Sincerely,



Yvonne Hester
Director of Public Information and Library Services

YH:js

cc: Susan Hildreth

RESOLUTION NO. 05-187

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF
VICTORVILLE EXPRESSING ITS INTENT TO WITHDRAW FROM THE
SAN BERNARDINO COUNTY LIBRARY SYSTEM AND TO FORM A
MUNICIPAL LIBRARY

WHEREAS, the City of Victorville considers library service to be an integral component of a quality lifestyle for its citizens; and

WHEREAS, the Victorville Branch Library is one of the busiest libraries in the San Bernardino County Library System; and

WHEREAS, the City of Victorville has invested financial and staff resources to improve the library building to better serve Victorville residents;

WHEREAS, the San Bernardino County Library System is one of the state's most under funded systems; and

WHEREAS, current library services are no longer adequate for Victorville's growing population;

NOW THEREFORE BE IT RESOLVED that the City of Victorville will withdraw from the County library system on July 1, 2006 and operate its own City library from that date forward.

PASSED, APPROVED AND ADOPTED this 6th day of December, 2005.

Mike Rothschild

MAYOR OF THE CITY OF VICTORVILLE

ATTEST:

Marci Wotters, Deputy

CITY CLERK

APPROVED AS TO FORM:

Asst. City Attorney

I, CAROLEE BATES, City Clerk of the City of Victorville and ex-officio Clerk to the City Council of said City, DO HEREBY CERTIFY that the foregoing is a true and correct copy of Resolution No. 05-187 which was adopted at a meeting held on the 6th day of December, 2005. by the following roll call vote, to wit:

AYES: Councilmembers Almond, Cabriales, Caldwell, Hunter and Rothschild

NOES: None

ABSENT: None

ABSTAIN: None

Marci Wotters, Deputy

CITY CLERK OF THE CITY OF VICTORVILLE

Exhibit H

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY, CALIFORNIA
AND RECORD OF ACTION**

June 13, 2006

FROM: ED KIECZYKOWSKI, County Librarian
Library

SUBJECT: CITY OF VICTORVILLE WITHDRAWAL FROM THE COUNTY LIBRARY SYSTEM

RECOMMENDATION:

1. Approve **Agreement No. 06-492** with the City of Victorville (City) for the City's withdrawal from the County Library System effective June 30, 2006.
2. Approve **Agreement No. 06-493** with the City of Victorville allowing the City to receive library services from County Library effective July 1, 2006 through October 31, 2006 at a cost of \$10,642 per month.
3. Approve **Agreement No. 06-494** with the City of Victorville allowing the City to have continued access to the County's online circulation system from July 1, 2006 through June 30, 2008 at a cost to the City of \$6,394 per month.

BACKGROUND INFORMATION: California Education Code Section 19104 authorizes municipalities to withdraw from County Library systems upon proper notification. On February 10, 2006, the County received formal notification from the City of Victorville of its intention to withdraw from the County Library System and begin operation of a municipal library beginning July 1, 2006. The notice included a certified legal description and map of City boundaries, as required under Title 5, Section 54900 of the California Government Code. Upon withdrawal, property taxes within the City boundaries formerly allocated to the County Library will be allocated to the City. The County Library facility, including building and grounds, located at 15011 Circle Drive, Victorville is the property of the City under the provisions of a Joint Powers Authority lease dated October 19, 1970. The County subsequently operated the facility via a sublease.

Approval of Recommendation No. 1 would accept the City of Victorville's request to withdraw from the County Library system and reallocate property tax revenues of approximately \$500,000 per year, including Redevelopment Funds, from the County Library to the City. With this approval, the County would accept the sum of \$100,000 from the City for the library's current collection of books and materials. These materials would continue to be available for request by County library residents through the existing shared circulation system.

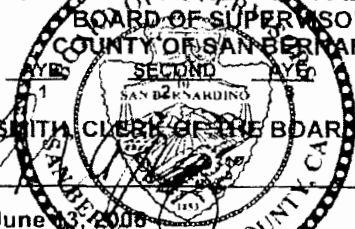
The City of Victorville is planning to staff the Victorville Library with City personnel as of July 1, 2006. However, book purchases and processing functions will continue to be performed by off-site County staff under the proposed Operations Agreement (Recommendation No. 2). In accordance with this agreement, County Library shall provide book purchase and processing services, programming assistance, management liaison and adult literacy services from July 1, 2006 through October 31, 2006 for a monthly reimbursement of \$10,642. The term of this agreement may be extended based upon the City's ability to acquire and train staff to perform these functions independently.

cc: Library-Erickson w/agreements
Contractors c/o Library w/agreement
Auditor-Mejico w/agreements
IDS-w/agreements
Risk Management
Library-Kieczkowski
CC-Stafford
CAO-Forster
Auditor-Wright
File-w/agreement; Library w/attach

ml

Record of Action of the Board of Supervisors
Agreement No. 06-492; Agreement No. 06-493; Agreement No. 06-494

APPROVED (CONSENT CALENDAR)

				
MOTION	AYES	SECONDS	AYE	MOVE
1	1	1	4	5
DENA M. SMITH, CLERK OF THE BOARD				
BY _____				
DATED: June 13, 2006				

ITEM 020

CITY OF VICTORVILLE WITHDRAWAL FROM THE COUNTY LIBRARY SYSTEM

June 13, 2006

Page 2 of 2

The City will also continue to use the County's automated circulation system under the proposed Automation Agreement (Recommendation No. 3) for a monthly reimbursement of \$6,394. Services will include all current patron services, Internet filtering, public computer scheduling, daily materials delivery service, and all computer maintenance from July 1, 2006 through June 30, 2008.

REVIEW BY OTHERS: This item was reviewed by Deputy County Counsel Dawn Stafford (387-5471) on May 8, 2006, the County Administrative Office (Tom Forster, Administrative Analyst, 387-4635) on June 5, 2006 and the Auditor/Controller-Recorder (Bob Wright, Property Tax Manager, 386-8829) on May 8, 2006.

FINANCIAL IMPACT: The County Library's annual loss of property tax revenue resulting from the City's withdrawal is approximately \$500,000. However, this revenue loss will be offset by a combination of reimbursements received from the City of Victorville for continued County services and lower overall operating costs by County Library due to the Victorville facility being transitioned to the City. The decreases in revenue and operating costs have been reflected in the Library's FY 2006/07 budget.

SUPERVISORIAL DISTRICT(S): 1st.

PRESENTER: Ed Kieczkowski, 387-5721

Exhibit I

CITY OF
VICTORVILLE



760-955-5000
FAX 760-245-7243
email: vville@ci.victorville.ca.us

14343 Civic Drive
P.O. Box 5001
Victorville, California 92393-5001

August 30, 2006

Kathleen Aaron
Inland Library System
3581 Mission Inn Avenue
P.O. Box 468
Riverside, CA 92502

Dear Ms. Aaron:

The City of Victorville has recently established an independent municipal library system effective July 1, 2006. We respectfully request affiliation with the Inland Library System (ILS).

Currently, we are working with the California State Library Board to be recognized as an independent library. The timing of our application with ILS will preclude action by ILS Administrative Council prior to the State Library Board's next meeting which is scheduled September 14. Approval of our application with the state is contingent upon approval for affiliation with ILS.

Enclosed are certified copies of agreements with the San Bernardino County Library System, and a copy of the Victorville City Council's resolution for your information. The Victorville City Council is set to approve a resolution on September 19, 2006 establishing a municipal library and the library commission, as well as authorization to join the ILS JPA.

Please feel free to contact me, should you have any questions.

Sincerely,

Yvonne Hester,
Director of Public Information & Library Services

Consolidations and Affiliations Made Under CLSA

The following consolidations and affiliations have been made since 1978/79, the first year of CLSA. They are shown by year of effective date of first grant award. Grant awards are made for each of two years.

1978/79 (first year of CLSA)

- a. Public library consolidations:
 - Crescent City Public Library/Del Norte County Library District
 - Vacaville Unified School District/Solano County Free Library
 - Calistoga Public Library/Napa City-County Library
 - Woodland Public Library/Yolo County Library (Note: This consolidation was reversed by initiative, and the grant award was returned to the State.)
- b. Library System consolidations:
 - Berkeley-Oakland Service System/East Bay Cooperative Library System/BALIS
- c. Affiliations: None

1979/80

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Buena Park Public Library/Santiago
 - Arcadia Public Library/MCLS
 - Dixon Public Library/MVLS
 - Del Norte County Library District/North State

1980/81

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - King City Public Library/MOBAC
 - Livermore Public Library/BALIS

1981/82

- a. Public library consolidations: None
- b. Library System consolidations:
 - Los Angeles Public Library/Long Beach Public Library/MCLS
 - San Francisco Public Library/BALIS
- c. Affiliations:
 - San Leandro Public Library/BALIS*
 - Palmdale Public Library/South State
 - Banning Public Library/Inland
 - Beaumont District Library/Inland

*San Leandro withdrew from BALIS at the end of its first year of membership, and the second year of the grant was not awarded.

1982/83

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Hayward Public Library/BALIS
 - Los Gatos Memorial Library/South Bay

1983/84

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Thousand Oaks Public Library/Black Gold

1984/85

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Benicia Public Library/North Bay
- d. System membership changes:
 - Kern County Library from South State to SJVLS

1985/86

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations: None
- d. System membership changes:
 - Larkspur Public Library withdraws from North Bay

1986/87

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations: None
- d. System membership changes: None

1987/88

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations: None
- d. System membership changes: None

1988/89

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Inglewood Public Library/MCLS
- d. System membership changes:
 - Thousand Oaks Public Library from Black Gold to MCLS

1989/90

- a. Public library consolidations:
 - Monterey County Library/King City Library
- b. Library System consolidations: None
- c. Affiliations: None
- d. System membership changes:
 - San Benito County Library from South Bay to MOBAC
 - San Juan Bautista Public Library from South Bay to MOBAC

1990/91

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Oxnard Public Library/MCLS
 - Signal Hill Library/MCLS
- d. System membership changes: None

1991/92

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations: None
- d. System membership changes: None

1992/93

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations: None
- d. Systems membership changes: None

1993/94

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations: None
- d. System membership changes:
 - Monterey Public Library withdraws from MOBAC
 - Pasadena Public Library from MCLS to South State

1994/95

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Folsom Public Library/MVLS
 - Mariposa County Library/SJVLS
- d. System Membership changes:
 - Los Gatos Public Library withdraws from South Bay

1995/96

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Rancho Cucamonga Public Library/Inland
 - Susanville Public Library/North State
 - Rancho Mirage Public Library/Inland
- d. System Membership changes:
 - Huntington Beach Public Library withdraws from Santiago
 - Inglewood Public Library withdraws from MCLS

1996/97

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Inglewood Public Library/South State
 - Belvedere-Tiburon Library/North Bay
 - Mission Viejo Public Library/Santiago
- d. System Membership changes:
 - Santa Ana Public Library withdraws from Santiago

1997/98

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Riverside County Library System /Inland
 - Riverside Public Library/Inland
- d. System Membership changes: None

1998/99

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Calabasas Public Library/MCLS
 - Moreno Valley Public Library/Inland
 - Murrieta Public Library/Inland
- d. System Membership changes: None

1999/2000

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Pleasanton Public Library/BALIS
- d. System Membership change:
 - Richmond Public Library from BALIS to North Bay

2000/01

- a. Public library consolidations: None
- b. Library Systems consolidations: None
- c. Affiliations:
 - Larkspur Public Library/North Bay
 - Los Gatos Public Library/Silicon Valley
- d. System Membership changes: None

2001/02

- a. Public library consolidations: None
- b. Library Systems consolidations: None
- c. Affiliations:
 - Irwindale Public Library/MCLS
- d. System Membership changes:
 - Colusa County Free Library from North State to MVLS

2002/03

- a. Public library consolidations: None
- b. Library Systems consolidations: None
- c. Affiliations: None
- d. System Membership changes: None

2003/04

- a. Public library consolidations: None
- b. Library Systems consolidations: None
- c. Affiliations: None
- d. System Membership changes:
 - Dixon Unified School District Library from MVLS to North Bay
 - Fullerton Public Library Withdraws from Santiago Library System

2004/05

- a. Public library consolidations: None
- b. Library Systems consolidations: None
- c. Affiliations: None
- d. System Membership changes: None

2005/06

- a. Public library consolidations: None
- b. Library Systems consolidations: None
- c. Affiliations: None
- d. System Membership changes: None

2006/07

- a. Public library consolidations: None
- b. Library Systems consolidations: None
- c. Affiliations:
 - Fullerton Public Library/Santiago
- d. System Membership change:
 - Richmond Public Library from North Bay to BALIS

NOTE: September 1, 1982 was the last filing date for affiliations before grants for this part of the Act ended. (CLSA Regulations, Section 20190(a)(3)).

Public Libraries not members of any System, July 1, 2006

- 1. Huntington Beach Public Library *
- 2. Monterey Public Library * (member of MOBAC, effective 7/1/07)
- 3. Moorpark Public Library (will withdraw from Ventura County Library System, effective 1/1/07)
- 4. Redding Public Library (will withdraw from Shasta County Library System, effective 1/1/07)
- 5. (Redlands) A.K. Smiley Public Library
- 6. San Leandro Public Library (member of BALIS, 1981/82 only) *
- 7. Santa Ana Public Library *
- 8. Vernon Public Library
- 9. Victorville Public Library (withdrew from San Bernardino County Library system, effective 7/1/06)

** CLSA Participants*

AGENDA ITEM: CLSA System Reference

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING: Consider 2006/07 CLSA System Population and Membership Figures.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the System Population and Membership figures for use in the allocation of CLSA System Reference Program funds for the fiscal year 2006/07.

BACKGROUND:

Section 20158 of the Administrative Regulations for the System Reference program provides for an annual review and approval of System population and membership figures used in the allocation of System Reference Program funds by the State Board. Section 20106 stipulates that any CLSA funds distributed on the basis of population shall be awarded using the most recently published and available combined estimate for cities and counties from the State Department of Finance. The 2006/07 System population and membership figures are included as Exhibit A to this agenda item.

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: The CLSA System Reference Program continues to support regional reference services in all 15 CLSA Cooperative Library Systems.

Review and Discussion of 2006/07 System Plans: 2006/07 System Plans of Service have been received. Compilations of each of the three service components of the System Reference Program are included as Exhibits B, C and D. A review of the Plans of Service indicates that many Systems are continuing to target the geographically isolated, speakers of limited English, people with disabilities, and children for the component to improve reference service to the underserved. Systems collectively plan to allocate over \$259,062 from their Reference budgets for the underserved component. (The full text of System Plans of Service is available to Board members upon request).

Exhibit E is a chart of 2006/07 System Workload Estimates by system-level programs. Exhibit F reflects the workload history of the System Reference Program for the past ten years. A population profile is provided as Exhibit G, which describes the demographic characteristics of the residents of the System service area.

System annual report summaries for fiscal year 2004/05 were compiled and mailed to Board members and CLSA Systems in April. The achievements of performance objectives for the System Reference program are reproduced as Exhibit H, I, and J. Systems met all objectives

required by statute, and additional objectives set for themselves in FY 2004/05. Exhibits K and L contain the expenditure reports for 2004/05 showing that 38% of the total Reference program budget was provided with local funds; and Exhibit M shows that 84% of the total System Administration budget was provided locally.

System annual reports for fiscal year 2005/06 are due at the State Library on September 1. A compilation of those reports will be mailed to Board members and System contacts in early 2007.

Developing a New Reference Model

For the last couple months, State Library staff have been working with another independent library consultant, Ruth Metz, on a plan for developing a new reference model. Ms. Metz has knowledge and experience in resource sharing and library planning and development. She has been asked to share with the Board her plan for initiating a project to improve the effectiveness and efficiency of information access for Californians. (See Tab 12)

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE:

1. Summary of 2005/06 System Annual Reports
2. Recommendation on a new CLSA Reference model for California public libraries

Relevant Committee: Resource Sharing

Staff Liaison: Tom Andersen/Sandy Habbestad

2006/07 System Population & Membership

The following pages contain the System membership and System population figures, which will be used to allocate funds to the individual Systems for the System Reference Program in the 2006/07 fiscal year.

Pursuant to Section 18741(a) of the California Education Code, the membership figures for three Systems (MOBAC, North Bay, and North State) have been adjusted to reflect public library consolidations, which occurred after January 1, 1978.

Pursuant to Section 20106 of the Code of California Regulations, the population figures, certified by the California State Librarian, are based on the most recently published (May 2006) combined estimate for cities and counties from the California State Department of Finance.

STATEMENT OF CERTIFICATION

"I certify that the attached System population figures have been prepared using the most recently published and available combined estimate for cities and counties from the California Department of Finance, adjusted to reflect the geographic service areas of California public libraries."



Susan Hildreth
State Librarian of California
June 1, 2006

SYSTEM/MEMBER**POPULATION****BALIS**

3,257,286

Alameda County Library
Alameda Free Library
Berkeley Public Library
Contra Costa County Library
Hayward Public Library
Livermore Public Library
Oakland Public Library
Pleasanton Public Library
Richmond Public Library
San Francisco Public Library

TOTAL: 10

BLACK GOLD

1,184,579

Lompoc Public Library
Paso Robles Public Library
San Luis Obispo City-County Library
Santa Barbara Public Library
Santa Maria Public Library
Santa Paula (Blanchard Community) Library
Ventura County Library Services Agency

TOTAL: 7

49-99

1,571,461

Amador County Library
Calaveras County Library
Lodi Public Library
Merced County Library
Stanislaus County Free Library
Stockton-San Joaquin County Public Library
Tuolumne County Free Library

TOTAL: 7

INLAND

3,892,588

Banning Unified School District Library
Beaumont Library District
Colton Public Library
Corona Public Library
Hemet Public Library
Inyo County Free Library
Moreno Valley Public Library
Murrieta Public Library
Ontario City Library
Palm Springs Public Library
Palo Verde Valley Library District
Rancho Cucamonga Public Library
Rancho Mirage Public Library
Riverside County Library System
Riverside Public Library
San Bernardino County Library
San Bernardino Public Library
Upland Public Library

TOTAL: 18

SYSTEM/MEMBER**POPULATION****MCLS**

6,512,624

Alhambra Public Library
Altadena Library District
Arcadia Public Library
Azusa City Library
Beverly Hills Public Library
Burbank Public Library
Calabasas Public Library
Cerritos Public Library
City of Commerce Public Library
Covina Public Library
Downey City Library
El Segundo Public Library
Irwindale Public Library
Glendale Public Library
Glendora Library & Cultural Center
Long Beach Public Library
Los Angeles Public Library
Monrovia Public Library
Monterey Park (Bruggemeyer) Memorial Library
Oxnard Public Library
Palos Verdes Library District
Pomona Public Library
Redondo Beach Public Library
San Marino Public Library
Santa Fe Springs City Library
Santa Monica Public Library
Sierra Madre Public Library
Signal Hill Public Library
South Pasadena Public Library
Thousand Oaks Library
Torrance Public Library
Whittier Public Library

TOTAL: 32

MOBAC

714,659

Carmel (Harrison) Memorial Library
Monterey County Free Library
Pacific Grove Public Library
Salinas Public Library
San Benito County Free Library
San Juan Bautista City Library
Santa Cruz Public Library
Watsonville Public Library

+ King City/Monterey County

TOTAL: 9

SYSTEM/MEMBER**POPULATION****MVLS**

2,366,356

Alpine County Library
Colusa County Free Library
El Dorado County Library
Folsom Public Library
Lincoln Public Library
Mono County Free Library
Nevada County Library
Placer County Library
Roseville Public Library
Sacramento Public Library
Sutter County Library
Woodland Public Library
Yolo County Library
Yuba County Library

TOTAL: 14

NORTH BAY

1,445,115

Belvedere-Tiburon Library Agency
Benicia Public Library
Dixon Unified School District Library
Lake County Library
Larkspur Public Library
Marin County Free Library
Mendocino County Library
Mill Valley Public Library
Napa City-County Library
San Anselmo Public Library
San Rafael Public Library
Sausalito Public Library
Solano County Library
Sonoma County Library
St. Helena Public Library

+ Vacaville/Solano

+ Calistoga/Napa

TOTAL: 17

NORTH STATE

763,886

Butte County Library
Del Norte County Library District
Humboldt County Library
Modoc County Library
Orland Free Library
Plumas County Library
Shasta County Library
Siskiyou County Free Library
Susanville District Library
Tehama County Library
Trinity County Library
Willows Public Library

+ Crescent City/Del Norte

TOTAL: 13

SYSTEM/MEMBER**POPULATION****PENINSULA**

724,104

Burlingame Public Library
Daly City Public Library
Menlo Park Public Library
Redwood City Public Library
San Bruno Public Library
San Mateo County Library
San Mateo Public Library
South San Francisco Public Library

TOTAL: 8

SJVLS

2,410,343

Coalinga-Huron Unified School District Library
Fresno County Public Library
Kern County Library
Kings County Library
Madera County Library
Mariposa County Library
Porterville Public Library
Tulare County Free Library
Tulare Public Library

TOTAL: 9

SANTIAGO

2,520,014

Anaheim Public Library
Buena Park Library District
Fullerton Public Library
Mission Viejo Public Library
Newport Beach Public Library
Orange County Public Library
Orange Public Library
Placentia Library District
Yorba Linda Public Library

TOTAL: 9

SERRA

3,233,405

Brawley Public Library
Calexico (Camarena Memorial) Public Library
Carlsbad City Library
Chula Vista Public Library
Coronado Public Library
El Centro Public Library
Escondido Public Library
Imperial County Library
Imperial Public Library
National City Public Library
Oceanside Public Library
San Diego County Library
San Diego Public Library

TOTAL: 13

SYSTEM/MEMBER**POPULATION****SILICON VALLEY**

1,773,258

Los Gatos Public Library
Mountain View Public Library
Palo Alto City Library
San Jose Public Library
Santa Clara County Free Library
Santa Clara City Library
Sunnyvale Public Library

TOTAL: 7

SOUTH STATE

4,049,686

County of Los Angeles Public Library
Inglewood Public Library
Palmdale City Library
Pasadena Public Library

TOTAL: 4

GRAND TOTALS:

All System Members: 177*
All System Population: 36,419,364

Unaffiliated Public Libraries

734,738

Huntington Beach Public Library
Monterey Public Library
Redlands (A.K. Smiley) Public Library
San Leandro Community Library
Santa Ana Public Library
Vernon Public Library

TOTAL: 6

Areas Without Service

17,916

Industry
Unincorporated area of Lassen County

TOTAL STATE:**37,172,015**

*Includes Consolidations since 1/1/78

Compilation of 2006/07 System Program Plans of Service
Improvement of Local Reference Service Component

System	Service Delivery Method	Evaluation
BALIS	<p>System staff will provide updates to the SRC website and publish the electronic newsletter. Member libraries will carry out activities related to the market research, with guidance from a consultant and limited assistance from system staff.</p> <p>The System Reference Center will continue to develop two key resources to assist library staff in enhancing their skills: The SRC website and the electronic newsletter <i>Search</i>. As part of the implementation of the Strategic Plan, member libraries will have access to market research updating user perceptions on libraries. The BALIS Public Information Committee will be using the findings from this research to craft future public relations campaigns.</p> <p>Member library staff will continue to participate in the statewide reference by chat service, which will enable their users to link to the service through the system and individual libraries' Web sites. Staff from the System Reference Center will provide second-level reference service to users of virtual reference by following up to provide answers to unresolved questions.</p> <p>Under the Strategic Plan, all committees will undergo a review to evaluate and either re-affirm or revise their mission, goals and objectives, and memberships. The Reference Committee will continue to meet bi-monthly, six times a year, to exchange information, recommend acquisitions, discuss shared problems, and promote reference cooperation.</p>	<p>The SRC website and e-newsletter will be evaluated via a member survey during the year to determine that content, scope, frequency and length adequately support the needs of the majority of members.</p> <p>Efficacy of the program public relations and promotion of library services developed after the market study will be measured through usage statistics, including door counts, program attendance, circulation and other measures.</p> <p>Gather questions sent to the virtual reference service and analyze and monitor responses. Users who complete a reference inquiry are forwarded an evaluation, which are closely monitored, and appropriate congratulations or training are offered as a result of the survey results.</p> <p>Work of the Reference Committee will be evaluated based on how well the goals and objectives they set fit in with the overall vision of the system, and how well the committee fulfills them.</p>
BLACK GOLD	<p>Offer two or more workshops for both the professional and paraprofessional reference staff to improve library service and technology skills. The Training Task Force will meet to determine the most significant training needs. Expert presenter will be asked to provide these trainings to maximize their effectiveness and to directly address staff needs and concerns. Database</p>	<p>Evaluate the training's effectiveness by using participant's questionnaire and by comments shared at Reference Services Committee meeting.</p>

BLACK GOLD (cont'd)	vendors will provide training on their on their products so the highest usefulness of the product is achieved. System Reference funds will support staff training and the purchase of Reference databases. Continue to familiarize staff with "AskNow" Reference services and encourage its use by the public.	
49-99	The Reference Center staff will respond to reference requests from member libraries, making use of the resources and collections of the host library, LAPL FirstSource, online databases, and other sources. The 49-99 Director assists members with troubleshooting and refers questions and concerns to the state coordinator and OCLC's Question Point staff. System staff will continue to assess local training needs and recommend programs. Member library staff will make use of the Infopeople online CORE training, past CORE hands-on training, the CORE Reference Correspondence Course and other CORE products and services.	Ongoing evaluation of reference referrals received will help determine if local staff are referring requests to the System Reference Center appropriately. Participants in training programs will evaluate the session to determine how well each program met their needs for enhanced skills and additional information.
INLAND	The Reference Center staff will be available to provide instruction to member libraries on the best ways to answer questions using local collections; and will be available to provide instruction, share information about Web sites, search strategies and encourage the staff of member libraries in the use of the Internet and electronic resources as reference tools. The System staff will use the collections of the Riverside Public Library, the University of California at Riverside and other local resources to assist in providing consultation service. System staff will be knowledgeable of the special strengths of the collections and staffs of local libraries and other local resources. Standing Committees will meet quarterly to discuss issues of mutual concern and to plan for cooperative activities, products and training sessions.	On a regular basis, distribute a survey to member library staff to evaluate system service.
MCLS	MCLS Reference staff will publicize services available from the Reference Center through the <i>MCLS</i> Web site, the <i>Reference Hotline</i> & guest/host programs. 12 issues of the <i>Reference Hotline</i> will be distributed via email to all MCLS, SLS and South State libraries, all Associate Members of MCLS, all System Reference Centers, and to members of the LoCB. The <i>Hotline</i> is mounted on the MCLS Web site. MCLS staff will coordinate all Systemwide workshops and information exchanges. MCLS Reference staff will coordinate the design, layout & publishing of all reference-related systemwide publications. <i>The Guide to Government Officials</i> will continue to be updated by MCLS. This publication will continue to be mounted on the MCLS Web site for the use of all the System Reference Centers. Reference staff will disseminate information on the Internet and assist in the training for use of the World Wide Web as a resource sharing tool. MCLS will continue the process of training member library staff in the use of the MCLS Web site as a mechanism for forwarding reference questions in order to expedite reference referral. Two types of Internet classes are offered by the Reference Center: a	Evaluate workshops via participant questionnaire as well as follow-up discussions by appropriate committees. Periodically survey publications & other services provided by the Reference Center using random sampling techniques.

MCLS (cont'd)	beginning class titled "Ready Reference," and a series of subject specific classes.	
MOBAC	<p>The Reference Committee will: 1) plan and present one Hands-on Reference workshop for at least 75 reference staff from all member libraries in the region; 2) schedule ten meetings, 3) continue to update reference resources and union lists, including the Survey of Publicly Available Technologies; 4) identify and evaluate electronic resources for possible purchase by the system; 5) choose from the list of Infopeople workshops available and MOBAC will sponsor two workshops for reference librarians and staff of member libraries that best fit the training needs of the area; and 6) review the old survey of services libraries and make recommendations to the Administrative Council for revisions, deletions and/or additions for approval based on the needs of the local residents.</p> <p>The MOBAC Strategic Plan, 2005-2007, includes the commission of a comprehensive study identifying needs of local residents that will further establish MOBAC priorities.</p>	<p>Written evaluations will be completed by workshop participants.</p> <p>Statistically monitor the use of the regional catalog and of the staff intranet. Usage statistics will measure the success of the public relations campaign, including door counts, program attendance, circulation, feedback from the public and from staff.</p>
MVLS	<p>MVLS has arranged for a contractual agreement with North Bay to provide services to MVLS member libraries. MVLS member staff will participate on the MVLS Reference Committee. The Reference Committee and Administrative Council will recommend and develop training plans that will take advantage of the Internet and available Online databases. The training plan will: 1) decide what topics to cover in a given year and establish a cycle of recurring workshops as needed; 2) explore contracting with outside agencies for training services; 3) evaluate completed workshops in order to refine the training plan; 4) coordinate training with neighboring Systems and with MVLS Committees; 5) explore any advances in technology which might aid in access to training sessions; 6) learn about CalCat and Open WorldCat in order to train library users; 7) learn more about cataloging Internet sites and Internet-based resources. Whenever possible, take advantage of prepackaged training available through InfoPeople or the Gates Library Foundation</p>	<p>Provide written evaluation of training events to determine participant satisfaction.</p> <p>Fewer reference questions will be sent to NBC as a result of improved training for both librarians and the public in answering informational questions.</p> <p>Frequent review of reference activities and expenditures will be made by the MVLS Administrative Council as second level Reference Service is performed under contract with NBC.</p>
NORTH BAY	<p>NBCLS staff will: 1) provide access to reference-training workshops or round table discussions that meet the specific needs of individual member libraries and have these in conjunction with the Reference Committee meetings; 2) coordinate reference and/or multicultural workshops for all members on appropriate subjects. These could include arranging for Infopeople, OCLC, Staff Development, ERP, online database, virtual reference, government, or any other such workshops to be held in the NBC region; 3) provide one-on-one brush-up training for individual member librarians for online databases; 4) keep track of subject and language requirements for reference questions</p>	<p>NBCLS staff will keep statistics of reference questions and on librarian and patron surveys. Staff will compile workshop evaluations and statistics. Local libraries will track the number of reference questions answered locally and by which means the question was answered.</p>

<p>NORTH BAY (cont'd)</p>	<p>and report back to member libraries in order to improve local collection development; and 5) produce and distribute a monthly calendar of meetings and training events on the Web page. Member librarians are invited to spend a day at the Reference Center, to observe and learn about reference tools available at the host library. Three system-wide committees will meet quarterly, semi-annually, or three times annually to discuss matters of mutual concern, share information, and participate in mini-workshops and library tours.</p> <p>NBCLS news items will be written as time allows and could include information and event calendars of interest to member libraries. The following Union Lists will be considered for revision as needed: 1) NBCLS Directory of Reference Librarians; and 2) NBCLS Union List of Periodicals. NBCLS staff will update the following as needed: 1) NBCLS Interlibrary Loan Manual; 2) NBCLS Reference Manual; 3) NBCLS Directory of Member Libraries; 4) NBCLS Staff Foreign Language Skills Resource List; and 5) NBCLS SuperSearch/URSA User's Manual. The products noted above will be made available in electronic form via Web site.</p>	
<p>NORTH STATE</p>	<p>NSCLS will enhance skills and knowledge of reference sources through one general reference workshop and one on-site mini-reference workshop for member libraries, as funding allows. At least 12 member library staff members will complete a C.O.R.E. Reference Online Course and/or view NSCLS distributed or other training in the form of videos, DVDs, Webcasts, or Infopeople classes to improve general reference. NSCLS will continue to distribute North State Cooperative Catalogs, bibliographies, and manuals to coordinate and facilitate the improvement of local reference services. An Interlibrary Loan workshop for all NSCLS members' ILL personnel will be held to share information and address common issues. NSCLS will continue to participate and contribute to the statewide virtual reference program in 2006/07. The NSCLS Reference Coordinator will continue to provide a quarterly list of NSCLS Reference Center new reference acquisitions. The System will provide on-site and/or virtual mini-reference workshops and/or library visits for members to increase the knowledge of reference sources and skills. The System will support the continuing expansion and encourage the use for the newly designed NSCLS website.</p>	<p>The System Reference Center will distribute questionnaires on a periodical basis. NSCLS Reference Center will share results with member and affiliate libraries, Reference/ILL/Underserved Committee, SAB, and Council of Librarians. Written workshop evaluations on content and format will be completed by individual participants. Statistics and transcripts of Virtual Reference use will be reviewed by the Reference Coordinator, the Reference/ILL/Underserved Committee, and member libraries. System member libraries and System Reference Committee will be polled to determine how the new website helps to improve reference services</p>

<p>PLS</p>	<p>PLS has established a contractual arrangement with North Bay to provide assistance for second-level reference questions. By outsourcing this service, System Reference Center staff can focus on providing training services, a system reference website, resume publication of a system newsletter, and provide direct support to the library staff and their projects. PLS continue to develop the new ILS, Millennium, for all members of the public. PLS will continue to refine the OPAC interface based on results from a recently completed usability study. System and member library staff will serve on the work groups that will assist in the various aspects of migration, including evaluation and implementation of the OPAC and training. Through the ILS, users will have access to the directory of local service resources (clubs, organizations, human resource agencies, etc.), called the Community Information Program (CIP).</p> <p>Another new tool, developed by the Multicultural Committee of PLS/SVLS, is the Multicultural Vendor List. This is a listing of businesses selling materials for libraries in languages other than English. Libraries can use this tool to select non-English material for their users. In addition there are also current subscriptions to StatUSA from the U.S. Department of Commerce, the RAND California database and Schoolwise Press, which evaluates local schools and school districts.</p> <p>Member library staff will continue to participate in the statewide reference by chat service, which will enable their users to link to the service through the system and individual libraries' Web sites. Staff from the System Reference Center will provide second-level reference service to users of virtual reference through monitoring of the question queues and following up to provide answers to unresolved questions.</p> <p>The Reference Committee will continue to meet bi-monthly, six times a year, to exchange information, recommend acquisitions, discuss shared problems, and promote reference cooperation.</p> <p>The Reference Committee will evaluate and select a limited number of appropriate sources for system reference purchases, notably database subscriptions available to the entire System. System staff are provided with feedback on System services at committee meetings. Feedback on question answering, website use, electronic newsletter, training, and other services are provided by library staff as regular agenda topics at committee meetings. Plus, System staff issue surveys and questions for service-specific topics such as newsletters and websites a few times each year. The strategic plan provides for ongoing evaluation of plan activities through the administrative</p>	<p>System staff are provided with feedback on System services at committee meetings. Feedback on question answering, website use, electronic newsletter, training, and other services are provided by library staff as regular agenda topics at committee meetings. Plus, System staff issue surveys and questions for service-specific topics such as newsletters and websites a few times each year. The strategic plan provides for ongoing evaluation of plan activities through the administrative council. Efficacy of the program public relations efforts will be measured through usage statistics, including door counts, program attendance, circulation and other measures.</p> <p>Gather questions sent to the virtual reference service and analyze and monitor responses. Users who complete a reference inquiry are forwarded an evaluation, which are closely monitored, and appropriate congratulations or training are offered as a result of the survey results.</p> <p>Work of the Reference Committee will be evaluated based on how well the goals and objectives they set fit in with the overall vision of the system, and how well the committee fulfills them.</p>
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PLS (cont'd)	council.	
SJVLS	At least 30 local staff members will receive one-on-one training in reference tools and methods related to the answers or referred questions. System-developed resources on the Web page, such as the index of sheet music/song books, the "Ben's almanac" guide to the vertical file, and the index of articles in antique and collectible magazines will help local libraries answer questions without need to refer questions. SJVLS will arrange consultation with subject experts to help evaluate local collections. The Reference Committee, working with the Collection Development Committee, will identify online reference works for System purchase. The Reference Committee will hold reference source review sessions to facilitate information exchange and cooperative purchasing. Internet access will be made available to all branch libraries. System staff assist members with development and maintenance of their own Web sites.	SJVLS will record the number of staff trained in one-on-one sessions, the number of uses of the locally-produced indexes, and number of use of system-wide databases. System Reference Committee will monitor the service & the benefits, & advise & make recommendations to council.
SANTIAGO	SLS will: 1) contract with MCLS for interlibrary reference; 2) sponsor one continuing educational program with 20 in attendance; MCLS Reference staff will conduct classes on online reference resources and other reference topics; and 3) support staff development by sending member library staff to MCLS, CLSA Systems, CSL, and other library related workshops. The SLS Reference Committee will discuss information on topics of current interest in SLS libraries six times a year; and along with SLS member libraries, the Reference Committee will explore participation in cooperative reference projects with other Systems and attend other System reference meetings when possible. CLSA funding is expected to suffice to finance all activities proposed in this component.	Santiago Reference Committee and System staff will monitor MCLS performance. MCLS will provide monthly statistical records on the number & subjects of questions asked; and quarterly reports on topics, sites, and attendance at Reference trainings offered under the contract; conduct periodic patron & librarian satisfaction surveys.
SERRA	<p>The Research Center staff will: 1) present orientation tours promoting reference services and explaining procedures; and 2) provide outreach to member libraries to promote system services, train staff, and get feedback from users.</p> <p>System staff will: 1) update and strive to improve the information on the Serra Web site; 2) provide consultation on local libraries' questions five days per week; and 3) work with the Reference Committee on a minimum of one reference related session for local library employees. Representatives from Califa or AskNow will be available to give updates, as needed, at Reference Committee meetings. Serra's Research Center will distribute information on resources and news via Serra's Web site. Serra staff will continue to enter the extensive Song Index into the online database which is maintained by SJVLS. Member libraries will send reference requests and receive answers electronically.</p>	Statistics & comments on activities will be recorded. Evaluation surveys will be used at all workshops.

SILICON VALLEY (SVLS)	<p>The System Reference Center will continue to develop two key resources to assist library staff in enhancing their skills: The SRC website and the electronic newsletter <i>Search</i>.</p> <p>System staff will provide updates to the System Reference Center website and publish the electronic newsletter. With guidance from a consultant and limited assistance from System staff, member libraries will carry out activities related to the market research. As part of the implementation of the Strategic Plan, member libraries will have access to market research updating user perceptions on libraries. A newly formed SVLS Public Information Committee will be using the findings from this research to craft future public relations campaigns.</p> <p>Member library staff will continue to participate in the statewide reference by chat service, which will enable their users to link to the service through the system and individual libraries' Web sites. Staff from the System Reference Center will provide second-level reference service to users of virtual reference by following up to provide answers to unresolved questions.</p> <p>Under the Strategic Plan, all committees will undergo a review to evaluate and either re-affirm or revise their mission, goals and objectives, and memberships. The Reference Committee will continue to meet bi-monthly, six times a year, to exchange information, recommend acquisitions, discuss shared problems, and promote reference cooperation.</p>	<p>The System Reference Center website and e-newsletter will be evaluated via a member survey during the year to determine that content, scope, frequency and length adequately support the needs of the majority of members.</p> <p>Efficacy of the program public relations and promotion of library services developed after the market study will be measured through usage statistics, including door counts, program attendance, circulation and other measures.</p> <p>Gather questions sent to the virtual reference service and analyze and monitor responses. Users who complete a reference inquiry are forwarded an evaluation, which are closely monitored, and appropriate congratulations or training are offered as a result of the survey results.</p> <p>Work of the Reference Committee will be evaluated based on how well the goals and objectives they set fit in with the overall vision of the system, and how well the committee fulfills them.</p>
SOUTH STATE	<p>SSCLS will: 1) provide service by contracting with MCLS for interlibrary reference; 2) provide staff training through one or more workshops on issues, resources, or skills pertinent to meet the reference training needs of member libraries; 3) utilize opportunities for joint efforts with other library related organizations; 4) prepare reports on Reference Center activities for the SSCLS Administrative Council; and 5) purchase reference resources which will enhance member library reference effectiveness. System staff, trained staff in member libraries, and outside professionals will conduct training classes and staff workshop programs.</p>	<p>The MCLS will provide monthly and quarterly statistical records on the questions asked; conduct periodic patron and librarian satisfaction surveys. Workshop participants will be asked to evaluate their training by completing a written evaluation at the end of the workshop. The Steering Committee will evaluate both the service provided by MCLS and the reference resources to be purchased. The MCLS Executive Director will report on Reference Program activities providing updates for future planning to the SSCLS Administrative Council.</p>

Compilation of 2006/07 System Program Plans of Service
Service to Underserved Component

System	Target Populations	Service Delivery Methods	Evaluation Methods	Estimate Expend
BALIS	Speakers of limited English/English as Second Language; Persons with mobility problems (disabled, older adults, etc.).	<p>The Reference Committee will: 1) work with Thomson Gale to distribute materials publicizing the Informé Spanish-language database; 2) identify and evaluate new databases that have a focus on the informational needs of specific multicultural communities; 3) work with selected members of the Community Language Project and offer assistance as needed with evaluation of current collections; and 4) develop plan for marketing library services that are available remotely to persons with mobility issues.</p> <p>System staff will: 1) work with Thomson/Gale to implement the Spanish-language interface for periodical databases for those libraries that elect to implement it; and 2) evaluate and solicit staff and patron feedback on databases selected for evaluation. System staff will assist in coordinating with vendor PR departments, printers, etc.</p> <p>The System staff will work with the BALIS Public Information Committee to help develop strategies for marketing library services to people speaking languages other than English or Spanish.</p>	Increased usage statistics for Informé and other databases will determine whether or not the publicity effort has been successful. Monitor the use of services offered through library Web pages by tracking of traffic through Web pages and subsequent request for services. The rate of distribution of any printed materials will be monitored, and additional copies will be reproduced when necessary. Committees, task forces and Council will informally evaluate the benefit for coordinated reference project planning & development activities through in-kind time spent in committee meetings & assignments.	Up to \$5,000
BLACK GOLD	Children	Increase staff skills in service to targeted groups, and encourage more participation in the summer reading program. Telephone conferences and email will be used for planning the training sessions; System Administration will coordinate efforts and help to find outside sources; the Children's committee will provide contacts for potential participants.	Participation in the summer reading programs throughout the service area will be monitored; staff will evaluate the usefulness of the session. The Children's committee will review response to the program.	\$2,000
49-99	Geographically isolated; Limited English speaking;	Use the host library collection, LAPL FirstSource, OCLC, online databases and other sources to respond to reference questions referred on behalf of geographically isolated patrons. The System will inform	Patron satisfaction surveys will measure how well information provided met the patrons' needs.	\$18,553

<p>MCLS (cont'd)</p>	<p>Young Adults</p>	<p>One workshop of relevance to the needs of Children's librarians/staff at member libraries will be coordinated by MCLS staff and the Children's Services Committee.</p> <p>MCLS Reference Staff will continue to promote use of Reference Center by Children's Services Staff. The <u>Reference Hotline</u> will periodically feature articles relevant to the needs of Children's Services librarians in the System.</p> <p>Children's Services Committee members will continue to publish updated information for the <i>Southern California Program Resource List</i>, designed to assist in the location of suitable children's programming activities. Representatives from the Reference Center will address at least one meeting of the MCLS Children's Services Committee to explain the services of the Reference Center, and its benefits to reference staffs in Children's Services.</p> <p>MCLS Reference Center will continue to promote use of the Reference Center by Youth Services staff. The <u>Reference Hotline</u> will periodically feature articles relevant to the needs of Youth Services Librarians in the System. MCLS will coordinate at least one workshop/information exchange in conjunction with the MCLS Young Adult Services Committee designed to further the professional skills of staff involved in service to young adults. A young adult component of the Summer Reading Program was introduced in 1997 and will continue in 2007. The theme is "Creature Features @ Your Library."</p>	<p>attending System-sponsored programs. Use formal evaluations of participants at Children's Services workshops & the Reading Program Kickoff program.</p> <p>Use of MCLS Reference Center by Children's Services staff will be informally evaluated by number of children's/school assignment-related questions submitted to Reference Center.</p> <p>Gather statistics at the local & system levels which measure the number of young adults served & by System-sponsored cooperative efforts & by the number of Youth Services librarians attending programs. Formal evaluations by all participants at Youth Services workshops.</p>	
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MOBAC	Geographically Isolated	MOBAC Reference Committee will continue regular discussions of the MOBAC Regional Catalog to OCLC transition. The MOBAC Reference Committee will have resource sharing as a regular agenda item at monthly meetings. MOBAC member library staff will continue to train professional and paraprofessional staff in the use of OCLC and CALCAT. By using the new technologies and training library staff, librarians and their colleagues will be better able to assist patrons with information needs.	The MOBAC Reference committee will track training progress at the monthly reference meetings. Patron satisfaction with selected databases will be conducted for the MOBAC Annual Hands-on Workshop and for the InfoPeople workshops.	\$1,500 - \$3,000
MVLS	Geographically-isolated; Residents without high-speed Internet access; and Spanish speaking	<p>Member library reference staff and, at the 2nd level, reference staff and resources of NorthBay will provide question answering within the specified objectives.</p> <p>Answers shall be provided for 90% of all reference questions from geographically isolated and Spanish speaking patrons. Answers will be provided in 10 working days for 70% of the questions from underserved patrons.</p> <p>Provide Infopeople or Gates workshops on working with Spanish-speaking patrons. Seek discounts on Consulta (Gale) and/or Newsbank's Noticias en español databases.</p>	<p>Use user satisfaction survey to determine the number of questions referred/answered/unanswered and response time. Member library reference staff will keep statistics.</p> <p>Current level of CLSA funding is not adequate to meet the current level of service. Local funds have been in the past used to support the program.</p>	\$23,227
NORTH BAY	<p>Ethnic minorities: Latinos/Hispanics, Native Americans, Asian Americans, and African-Americans</p> <p>Children – Home School Kids</p>	<p>NBCLS staff will: 1) continue to share collection development information and discuss appropriate topics related to the North Bay's ethnic communities with both the reference and children's services committees; 2) include items of interest on ethnic minorities on the reference and children's Listserv's and the NBC Web page; and 3) support and help organize a purchasing project of Spanish language materials by either sending or contracting to send a representative to the Guadalajara Book Fair, or other appropriate Spanish language book fairs, or by helping in the purchase of Spanish language materials by other means.</p> <p>NBCLS children's staffs will: 1) continue to explore shared program ideas for summer reading programs or will participate in the statewide program; 2) meet two or three times per year to share ideas on programming, collection development and children's and youth services management; 3) use the NBCLS Web page and children's listserv to discuss resources and share ideas related to serving children;</p>	Keep workshop attendance & evaluations; keep statistics for attendance at committee meetings. Keep an account of publications distribution for bibliographies, newsletters, updates, etc. Survey patrons & librarians for reference questions answered for the geographically isolated, and make adjustments as needed.	\$4,000

NORTH BAY (cont'd)	Disabled	4) hold workshops or round table discussions as part of the children's services committee meetings; and 5) facilitate meetings with County Offices of Education and the reference staff of school and public libraries. NBCLS libraries will share collection information on resource materials to serve the disabled and their caregivers.		
	Geographically-isolated	Questions received from geographically isolated areas of NBC service area will be answered at the NBCLS Reference Center or other outside sources such as Virtual Reference Centers, FirstSource at LAPL or contracted sources such as art and poetry experts. Access to more resources will be provided through access to library catalogs on the SuperSearch system.		
NORTH STATE	Geographically-isolated	NSCLS will: 1) encourage members to use the current email reflector by the library directors and investigate setting up additional reflectors for library staff; 2) consider the targeted underserved group when selecting at least one of the workshops offered through the Rural Initiative; 3) investigate setting up an area on the website to foster communication among libraries so they may share about their services and programs; 4) promote the available resources on the NSCLS website (including virtual reference and the databases) and on the Rural Initiative website (including archived webcasts) through ongoing communication to member library staff including discussion in meetings, library visits, and email announcements; and 5) use conference calls and /or videoconferences for at least one committee meeting and one council meeting.	The Reference/ILL/Underserved Committee will survey staff to assess staff learning & awareness. Statistics on numbers of member libraries' staff being trained will be kept. Results of the staff survey will be shared with the members & the affiliate libraries, the Advisory Board, and the Council of Librarians. Monitor use of the Rural Libraries Website for use of database, Infopeople class materials, and archived webcasts.	\$1,000
PLS	Speakers of limited English or English as a second language	Spanish- and Chinese-speaking people who have previously had difficulties with finding and locating material will be able to use an interface geared to them. The Tagalog language will be added later. The ability to limit catalog searches by language will continue to be refined, so that search results can be returned listing materials in designated languages. A periodical vendor, Thomson-Gale, will create a "location code" that will allow Spanish speakers to use a Spanish language search interface for all of the periodical content.	Monitor the rate of distribution of the "How To Reach The Lawmakers" brochure. Review circulation statistics for the Spanish language collections to determine whether the purchases were successful. A User Satisfaction Survey will be sent to the users of the Spanish-	\$1,000

PLS (cont'd)		<p>"How To Reach The Lawmakers" a locally produced list of key government officials will be updated to reflect current appointments & a translation into Spanish will be updated. Copies of the brochure will be available through member libraries and also posted on PLS Web site.</p> <p>The PLS/SVLS Multicultural Committee will continue to publicize the use of the multilingual brochures "Public Libraries Are For You" in Chinese, English, Farsi, Japanese, Korean, Russian, Spanish, Tagalog and Vietnamese, and will have it posted on the PLS Web site.</p> <p>Spanish-speaking librarians will provide the Spanish-language assistance through the statewide virtual reference service.</p> <p>The Multicultural Committee will be responsible for the selection of the collections of non-English language material. PLS member libraries will sponsor one library staff member to attend the International Book Fair in Guadalajara</p>	<p>language interface of the virtual reference service to be completed after each interchange. Monitor statistics on usage of the catalog's interface in Spanish, Chinese, and Tagalog (when available). The vendor will provide statistics on usage of the Spanish interface for the periodicals databases.</p>	
SJVLS	<p>Geographically-isolated -- including citizens who fall into more than 1 category of underserved: 21% economically disadvantaged, 16% limited English /Non-English speaking, 20% functionally illiterate</p>	<p>Questions referred from geographically isolated areas will be answered at the same level of service as those in urban areas. The geographically isolated will have access to system staff, the collections of the Fresno metropolitan area & other large collections in the county. The needs of non-English speaking will be met by using foreign language materials in special collections in Fresno, other system libraries, other state collections & the State Library. The System subscription to InfoTrac provides on-demand translations of resources into Spanish.</p>	<p>Patron evaluation forms will be sent with each question answered asking if patron's needs were met. Maintain statistical records of time spent on questions. System Reference Committee will monitor the service & the benefits, & advise & make recommendations to the Administrative Council.</p>	\$57,046
SANTIAGO	<p>Limited & non-English speaking Children & Youth</p>	<p>SLS reference services will provide materials to questions in appropriate languages & reading levels through a reference contract with MCLS. SLS will hold a "Performers' Showcase" for children's librarians to review possible talent/programs for individual libraries' use.</p> <p>The Children's Services Committee will: 1) conduct one staff training workshop on services to children, 2) meet at least 6 times to discuss services to children and share ideas; and 3) participate in a Children's</p>	<p>Via contract with MCLS, provide statistical information on non-English language requests. Provide workshop participants evaluation forms. System staff will prepare a written summary report on the workshop. Provide verbal evaluation of the "Performers' Showcase" &</p>	\$16 ,000

SANTIAGO (cont'd)		Reading Program to provide consistent, systemwide encouragement of reading-related activities. The support of local vendors or other public/private partnerships will be utilized in developing the program, and 4) partner with a local vendor on implementing a winter reading program.	report observations and/or recommendations in the monthly minutes. Verbal comments from children & parents about the Children's Reading Program will be noted in the minutes of the Children's Services Committee meetings.	
SERRA	Geographically-isolated in rural areas, in and near the Imperial Valley	Serra staff will work with the Serra Reference Committee, the Desert Valley Library/Media Association & Imperial County/rural San Diego libraries to develop, present & promote services. Serra will use local funds to provide centralized ILL service. Communication with rural libraries should be faster with Serra's Song Index and the newsletter in electronic format.	Keep statistics on reference referrals and interlibrary loan requests from rural libraries, & on attendance at training sessions and other programs. Compile evaluations from participants at Serra sponsored activities.	\$35,000
SILICON VALLEY	"Emerging Majority" Ethnic Groups Disabled	<p>The System will: 1) promote the use of non-English system brochures to underserved client groups in each member local library; 2) update the Spanish-language version of the brochure listing federal, state and county lawmakers who represent Santa Clara County; 3) update the "Language Resource List" and incorporate it into the Staff Directory which lists the non-English languages spoken by member library staff; and 4) sponsor a Multicultural Committee member to attend the International Book Fair in Guadalajara; and 5) participate in an ethnic community festival.</p> <p>The PLS/SVLS Multicultural Committee will update and promote the use of the multilingual brochures "Welcome to the Library" in Chinese, English, Japanese, Korean, Russian, Spanish, Tagalog and Vietnamese, and will have it posted on the PLS Web site, where SVLS staff have access.</p> <p>SVLS member libraries will continue to offer patrons the ability to pose their questions in Spanish, be connected to a Spanish-speaking librarian and receive the answer in Spanish through SVLS's participation in the statewide virtual reference service.</p> <p>The SVLS libraries are all subscribing to the Spanish language</p>	Provide usage statistics for Informé and other databases. Monitor usage of services offered through library Web pages by tracking the traffic through web pages and subsequent request for services. Monitor the rate of distribution of any printed materials, and reproduce when necessary. Informally evaluate the benefit of the activities association with coordinated reference projects, planning and development, the committees, task forces, and Council in consideration of in-kind time spent in committee meetings and assignments. Send a User Satisfaction Survey to the users of the Spanish-language interface of the virtual reference service.	\$1,500

SILICON VALLEY (cont'd)		<p>periodical database Informé. System staff will work with the vendor of the periodical databases to provide links to a Spanish-language interface for ease of navigation and searching for those libraries that wish to implement this interface. The SVLS Reference Committee will identify and evaluate for consortium purchase databases that serve diverse communities.</p> <p>Members of the Reference Committee will work with selected members of the Community Language project and offer assistance as needed with evaluation of current collections. They will also use the data gathered as the project unfolds to identify underserved groups that may be the targets of future Plans of Service goals to improve reference services.</p>		
SOUTH STATE	All underserved groups	The MCLS Executive Director, the Steering Committee, Reference librarians, and other appropriate staff members will work together to plan workshops or training sessions, with appropriate accompanying materials (e.g. guides, articles, bookmarks, etc.) on youth services.	Use written evaluations by workshop attendees.	\$15,000

Compilation of 2006/07 System Reference Program Plans of Service
Interlibrary Reference Component

System	Service Delivery Method	Evaluation Method
BALIS	The System Reference Center (SRC) will lower costs by contracting with North Bay for question answering. System staff and the contract with North Bay are both funded under the CLSA Reference component. The operation of the SRC with PLS/SVLS has increased the ability of all 3 systems to provide the best possible service to all patrons within the system service areas. The main resource library for local questions is the San Jose's Dr. Martin Luther King, Jr. Library, which combines the collections of the former Main Library of San Jose Public with that of San Jose State University. Other sources used include online databases, the Internet, telephone calls, fax transmissions and letters to organizations and government agencies, information files from other systems, Stanford University libraries, and the connection with LAPL and the FirstSource project. Through the contract, North Bay uses a variety of local libraries, including the collections of San Francisco Public Library, for answering questions for BALIS members.	Evaluation will consist of monitoring the fulfillment of stated goals and objectives in the BALIS Strategic Plan 2004-7, as well as feedback from member library line staff, reference committees, and administrative councils.
BLACK GOLD	Local library staff receives questions and forwards those it cannot answer locally to North Bay 2 nd Level Reference for which Black Gold contracts using local monies in FY 2006-07. The local library staff member cites the sources already checked at the local level. Staff at North Bay completes the answer and returns it to the patron via the local library. Research sources include information files, collection of the host public library, FirstSearch and online databases, computer databases and Internet access, experts in the field, and collections of area libraries. For 2006/07, the Administrative Council has decided that CLSA funds will be used to support maintenance of online databases.	Users of second-level reference are surveyed regarding completeness of answers and satisfaction with the service. The Administrative Council reviews the reference service provided by Black Gold. Monthly reports and an annual compilation of statistics are analyzed.
49-99	Questions will be referred to 49-99 Reference Center via delivery, fax, e-mail and telephone; and answers relayed to patrons. The Reference Center, staffed by a professional librarian and an office assistant, will use collections in Stockton--the public, academic, & special libraries--as well as online sources and services of LAPL FirstSource to answer questions referred from member libraries.	Survey a sample of patrons on how well information met their needs. Maintain other data as appropriate.
INLAND	System staff will provide 2 nd level reference service to System member libraries and to SIRCULS libraries. Staff will use the collections at the Riverside Public Library, the University of California at Riverside, and other member libraries to obtain information and materials. Use online resources & direct telephone contact. The Reference Center will be available through direct telephone contact, electronic mail and via a form on the Inland Library System Web site www.inlandlib.org . Refer questions to outside agencies when appropriate. An office is maintained at UCR to	Use library staff & patrons evaluations on a sampling basis.

INLAND (cont'd)	facilitate use of the UCR collections.	
MCLS	Unanswered questions at the local library level may be referred via telephone, fax, e-mail, Web form on the MCLS Web page, or MCLS delivery to the Reference Center, located at LAPL Central. Staff regularly access materials at UCLA, thus giving access to their 18 libraries & vast resources. Reference staff will continue to utilize certain special collections of member libraries such as the Glendale-Brand & Long Beach Public Libraries. Special libraries & outside sources are also regularly consulted. Through the AskNow reference project, member libraries have access to art librarians at the Smithsonian Museum of American Art, education experts at the AskERIC clearinghouse located in Syracuse, NY, and the public law libraries of California. The Reference Center provides access to over 300 online databases through DIALOG, OCLC, MELVYL, the LAPL databases, and the Internet.	System Reference Librarians routinely call local librarians to follow up on particular reference questions to verify satisfaction & completeness of answer. The MCLS Reference/Adult Services Committee will monitor the performance of the Reference Center.
MOBAC	The System Reference Center (SRC) will lower costs by contracting with North Bay for question answering. System staff and the contract with North Bay are both funded under the CLSA Reference component. The operation of the SRC with PLS/SVLS/BALIS has increased the ability of all 4 systems to provide the best possible service to all patrons within the system service area. The primary resource library for local questions is the San Jose's Dr. Martin Luther King, Jr. Library, which combines the collections of the former Main Library of San Jose Public with that of San Jose State University. Other sources used include online databases, the Internet, telephone calls, fax transmissions and letters to organizations and government agencies, information files from other systems, Stanford University libraries, and the connection with LAPL and the FirstSource project. Through the contract, North Bay uses a variety of local libraries, including the collections of San Francisco Public Library, for answering questions for BALIS members.	Evaluation will consist of monitoring the fulfillment of stated goals and objectives in the MOBAC Strategic Plan 2004-7 business plan, as well as feedback from member library line staff, reference committees, and administrative councils.
MVLS	Member library reference staff and, at the 2 nd level, reference staff and resources of North Bay will provide question answering within the specified objections.	User satisfaction rate will be determined by surveying the number of questions referred/answered/unanswered, and the response time.
NORTH BAY	System staff and subject specialist reference stringers will answer questions sent by member library staff using the area reference centers electronic resources, and electronic resources provided by the FirstSource project from LAPL. All library collections with North Bay and in other close by geographical locations will be utilized in helping to answer questions. Other library staff may assist where special skills have been identified both within North Bay and outside. Subject experts both within and outside North Bay will be consulted via phone, fax, email and specialist listservs. NBCLS will share collection development information through discussion at	Compiled and analyzed statistics on the number of questions referred, answered, not answered, response time & turnaround time, & the type of questions received, answered with local resources, & answered with outside resources. Periodic status reports of pending questions will be sent to member libraries. Members will be surveyed as needed.

NORTH BAY (cont'd)	Reference Committee meetings. NBCLS will expand access to resources by participating in a Virtual Reference Center which includes the staffs, collections and other resources of other cooperative reference centers. This will provide a more complete and timely reference service.	
NORTH STATE	NSCLS will: 1) utilize Chico State University Library collection to improve the answer ratio & to strengthen networking with academic affiliates; 2) utilize the fax and email network among the public libraries & academic affiliates to provide answers to some of the questions that cannot be answered readily with the host library resources. Enhance interlibrary reference service by using OCLC's First Search service and LAPL's FirstSource collection to search a variety of databases. After exhausting local & systemwide resources, refer questions to CLSA System Reference Centers, U.C. Cooperative Extension, Sutro Library, California State Library, & other resource centers.	NSCLS will monitor the contract & expenditures to determine fulfillment of goals & objectives for answer ratio, cost per answer, etc.; monitor reference logs at the Reference Center and member libraries to determine answer ratio, turnaround time for answers, & general performance of the reference program. Monitor user satisfaction by using periodic user satisfaction forms. Share results of monitoring the contract, logs, fax costs, & user survey results with the member & affiliate libraries, Reference/ILL/Underserved Committee, Advisory Board, Council of Librarians, & State Library.
PLS	The System Reference Center (SRC) will lower costs by contracting with North Bay for question answering. System staff and the contract with North Bay are both funded under the CLSA Reference component. The operation of the SRC with SVLS/BALIS has increased the ability of all 3 systems to provide the best possible service to all patrons within the system service area. The primary resource library for local questions is the San Jose's Dr. Martin Luther King, Jr. Library, which combines the collections of the former Main Library of San Jose Public with that of San Jose State University. Other sources used may include online databases, the Internet, telephone calls, fax transmissions & letters to organizations & government agencies, information files from other systems, Stanford University libraries & the connection with LAPL and the FirstSource project. Through the contract, North Bay uses a variety of local libraries, including the collections of San Francisco Public Library, for answering questions for BALIS members.	Evaluation will consist of monitoring the fulfillment of stated goals and objectives in the PLS Strategic Plan 2004-7, as well as feedback from member library line staff, reference committees, and administrative councils.
SJVLs	Maintain the System Reference Center at the Fresno County Library. Questions are referred from member libraries to the Reference Center via a Web-based form, fax, telephone, and e-mail. Reference Center staff will contact libraries and subject experts beyond the region when necessary to answer submitted questions. System Reference Center will use the resources of the FirstSource system to access databases at LAPL, the OCLC First Search Service, and the Dialog online database service. Encourage orientation visits for the staff of member libraries.	Use patron satisfaction forms based on the Statewide Reference Performance Measures Project & provide detailed statistical analyses of data gathered. The SAB will comment on the importance and benefit of the service to the community. The System Reference Committee will monitor the service and benefits and advise and make recommendations to council.

SANTIAGO	SLS will contract with MCLS for Reference service. Contract terms & monitoring provide monthly and quarterly statistical reports as well as other evaluative measures of the provider's effectiveness. Ongoing assessment is provided by System staff and the SLS Reference Committee.	Selected SLS patrons and librarians will be provided a questionnaire from MCLS's Reference Center, asking for input on the completeness, timeliness and sufficiency of answers provided. MCLS will review completed questionnaires before forwarding to SLS for Reference Committee review.
SERRA	Serra Research Center staff use the library resources at San Diego Public Library, University of California San Diego, & San Diego State University. Refer questions to the State Library and other CLSA systems as necessary. Research Center staff will use the expanded services available such as online databases, indexes, and document delivery from the FirstSource Project for statewide reference centers at LAPL. The Research Center subscribes to the OCLC online databases and also searches extensively on the Internet.	Use statistical reports and patron satisfaction questionnaire.
SILICON VALLEY	The System Reference Center (SRC) will lower costs by contracting with North Bay for question answering. System staff and the contract with North Bay are both funded under the CLSA Reference component. The operation of the SRC with PLS/BALIS has increased the ability of all 3 systems to provide the best possible service to all patrons within the system service area. The primary resource library for local questions is the San Jose's Dr. Martin Luther King, Jr. Library, which combines the collections of the former Main Library of San Jose Public with that of San Jose State University. Other sources include online databases, the Internet, telephone calls, fax transmissions and letters to organizations and government agencies, information files from other systems, Stanford University library, and the connection with LAPL and the FirstSource project. Through the contract, North Bay uses a variety of local libraries, including the collections of San Francisco Public Library, for answering questions for BALIS members.	Evaluation will consist of monitoring the fulfillment of stated goals and objectives in the SVLS Strategic Plan, as well as feedback from member library line staff, reference committees, and administrative councils.
SOUTH STATE	SSCLS will contract with MCLS for interlibrary reference service. MCLS will use telecommunications, electronic databases, the Internet, and the collections of the multitype libraries in the region to provide the service. Contract terms and monitoring will provide monthly and quarterly statistical reports as well as other evaluative measures of the provider's effectiveness. Ongoing assessment will be provided by the SSCLS Steering Committee.	The MCLS Reference Center will provide monthly statistical records on the questions asked and conduct periodic patron and librarian satisfaction surveys.

**2006/07 Workload Estimates
By Program**

System	Reference			Communications & Delivery		System Advisory Board			
	Total Questions	Training Events	Number of Staff Trained	Total Messages Transmitted	Total Items Delivered	Number of Members	Number of SAB Meetings	Other Meetings/ Events	Total Miles
BALIS	341	12	275	3,620	38,700	6	5	3	750
BLACK GOLD	150	6	100	383,851	863,044	7	1	6	800
49-99	120	5	60	20,900	418,500	2	2	2	240
INLAND	1,430	2	40	N/A	162,494	*	*	-	-
MCLS	2,181	40	800	468,115	65,050	21	2	20	3,000
MOBAC	85	3	175	2,250	122,200	4	4	2	200
MVLS	315	3	80	30,000	270,000	14	2	4	1,000
NORTH BAY	825	3	110	49,200	4,134,000	5	1	1	600
NORTH STATE	460	3	60	17,495	487,069	12	4	15	5,650
PLS	275	12	250	284,075	1,631,500	7	5	2	750
SJVLS	450	0	30	436,550	441,950	9	3	3	2,385
SANTIAGO	120	6	140	121,457	13,000	6	1	4	205
SERRA	900	3	100	24,950	151,364	8	6	6	2,500
SVLS	348	12	275	20,000	31,250	4	5	3	750
SOUTH STATE	140	20	200	4,400	1,210	4	2	3	500
TOTAL	8,140	130	2,695	1,866,863	8,831,331	109	43	74	19,330

* - Inland struggles to find members to fill vacant positions

NA - Not Available

Doc. 9802

SYSTEM REFERENCE PROGRAM WORKLOAD HISTORY*

SYSTEM											Estimated Reference Questions	
	95/96	96/97	97/98	98/99	99/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07
BALIS	1,249	918	1,450	813	551	499	450	569	360	341	594	341
BLACK GOLD	913	941	1,050	632	599	490	269	295	246	188	250	150
49-99	826	813	900	605	531	418	410	412	407	332	335	120
INLAND	1,343	1,484	1,610	1,229	1,476	1,759	2,354	1,800	1,761	1,616	1,565	1,430
MCLS	5,003	5,372	6,925	4,152	3,226	2,947	3,169	2,867	2,656	2,330	2,203	2,181
MOBAC	817	660	666	318	58	106	97	141	49	59	150	85
MVLS	828	621	900	425	409	430	440	283	290	301	665	315
NORTH BAY	1,326	1,737	1,787	1,024	1,015	849	931	881	941	1,014	910	825
NORTH STATE	1,151	1,205	1,296	854	714	639	372	432	430	405	460	460
PLS	1,501	619	864	331	369	338	326	353	226	242	428	275
SJVLS	2,817	2,187	3,065	1,290	1,245	1,213	603	703	410	286	450	450
SANTIAGO	462	558	477	503	397	371	295	248	253	95	300	120
SERRA	1,477	1,297	1,400	1,282	1,248	1,020	908	1,203	1,043	993	830	900
SVLS	1,501	537	1,075	365	235	306	295	535	1,446	1,137	392	348
SOUTH STATE	279	203	512	133	143	157	157	133	135	103	103	140
TOTAL	21,493	19,152	23,977	13,956	12,216	11,542	11,076	10,855	10,653	9,242	9,635	8,140

*10 year history

Doc. 9804

SYSTEM DEMOGRAPHICS

Statistics taken from 2006/07 System Plans of Service and are Derived from a Combination of Federal, State, County, and Municipal Sources.

	BALIS	BLACK GOLD	49-99	INLAND	MCLS	MOBAC	MVLS	NO. BAY	NO. STATE	PLS	SJVLS	SANTI-AGO	SERRA	SILICON VALLEY	SO. STATE	Total Population All Systems
Total Population	3,124	1,177	1,571	3,928	6,497	743	2,367	1,439	768	689	2,303	2,504	3,233	1,661	4,101	36,105
Underserved Population																
Children & Youth																
Under 5	4%	6%	8%	8%	7%	7%	9%	6%	7%	8%	8%	7%	7%	8%	8%	2,567 7%
5 to 9	6%	8%	9%	8%	8%	6%	8%	6%	7%	6%	8%	8%	8%	7%	9%	2,799 8%
10 to 14	6%	7%	9%	8%	7%	8%	8%	7%	7%	7%	9%	7%	7%	7%	8%	2,758 8%
15 to 19	6%	8%	8%	8%	7%	7%	7%	7%	6%	6%	8%	6%	7%	7%	8%	2,540 7%
Aged 65+	11%	13%	11%	10%	10%	9%	11%	12%	16%	12%	9%	10%	11%	6%	9%	3,725 10%
Ethnicity																
lack	10%	1%	4%	7%	9%	1%	6%	5%	1%	3%	5%	2%	5%	2%	10%	2,276 6%
Hispanic	16%	30%	30%	43%	41%	39%	18%	18%	10%	23%	45%	25%	30%	25%	49%	11,915 33%
Asian	20%	5%	7%	5%	12%	6%	10%	9%	2%	23%	5%	15%	9%	30%	11%	4,032 11%
Native American	1%	1%	1%	1%	1%	1%	1%	1%	3%	0.4%	1%	1%	1%	1%	1%	294 1%
Other *	65%	93%	NA	0%	0.2%	84%	3%	9%	0.1%	74%	2%	0.3%	1%	69%	0.3%	5,566 15%
Limited English Speaking	36%	27%	20%	14%	10%	33%	16%	9%	2%	40%	12%	7%	35%	43%	9%	6,614 18%
Non-English Speaking	2%	7%	8%	7%	5%	6%	4%	1%	0%	2%	4%	3%	2%	3%	5%	1,521 4%
Functionally Illiterate	23%	10%	25%	22%	10%	23%	18%	NA	14%	5%	18%	5%	19%	19%	10%	5,391 15%
Institutionalized	1%	2%	1%	2%	1%	0.3%	2%	1%	1%	1%	3%	1%	1%	1%	1%	397 1%
Shut-in	NA	10%	5%	0.2%	8%	NA	10%	NA	3%	NA	7%	6%	6%	NA	8%	1,833 5%
Handicapped	24%	16%	20%	14%	10%	16%	19%	16%	34%	8%	17%	7%	16%	15%	14%	5,589 15%
Economically Disadvantaged	10%	12%	17%	15%	18%	13%	9%	8%	14%	5%	19%	9%	12%	8%	16%	4,826 13%
Geographically Isolated	NA	7%	33%	25%	0%	35%	16%	30%	34%	NA	40%	0%	4%	NA	0%	3,940 11%

All #'s in thousands

* Multi-race, Native Hawaiian, Pacific Islander

NA - Data Not Available

Note: Percentages in the underserved categories do not represent 100% of the total population since the population can be represented in more than one category.

Doc #9803

SUMMARY OF IMPROVEMENTS OF LOCAL REFERENCE SERVICES - FY 2004/05
(CALIFORNIA ADMINISTRATIVE CODE SECTION 20155)
CLSA SYSTEM PROGRAM ANNUAL REPORTS

System	Performance Objectives	Achievement of Performance Objectives
BALIS	<p>a. A Joint Forum, co-sponsored by the BALIS Teen Services and the BALIS Children's Services Committees on a topic of mutual concern, will be scheduled. It will be attended by staff providing service to adults, teens and children and will be an opportunity to learn best practices and inform each other of resources available in our libraries of which staff may not be aware owing to age specialty or a lack of knowledge of collections in other member libraries.</p> <p>b. The BALIS Reference Committee will communicate regularly with the SVLS and PLS Reference Committees through the exchange of committee minutes. They will also invite librarians from the other Systems to attend the workshops and programs where reference services, especially those related to electronic resources, will be discussed or demonstrated. They will participate, together with the other Systems, in the review, evaluation and recommendation of electronic information sources for consortium purchases. Local librarians receive <u>SEARCH</u>, the BALIS/SVLS/PLS newsletter, and will contribute articles, book reviews and library news to it.</p> <p>c. There will be opportunity for professional and paraprofessional staff members to attend various training sessions either arranged or given by the Reference Coordinator. These session will include, but not be limited to: 1) training on subscription databases; and 2) training on other reference-related topics, including use of print and Internet sources, the reference interview, and others.</p> <p>d. The Reference Committee will review, evaluate and recommend electronic information sources for the BALIS consortium.</p> <p>e. The Reference Committee will identify staff training needs in the reference area and encourage and support staff participation in training.</p> <p>f. The Reference staff from the BALIS libraries will participate in Reflist, a reference issues listserv housed on PLS' server, which will be used for sharing problems/solutions and information among</p>	<p>a. Objective met. A workshop on "What I can Do Next? Putting Pizazz in Teen Volunteer Programs" was held in February. Children's Librarians were encouraged to attend. The BALIS Reference, Children's and Teen Committees had a forum on databases for children and youth.</p> <p>b. Objective met. Committee minutes were shared among the committees. The BALIS Reference Committee co-sponsored a forum with the Children's and Teen Committees.</p> <p>c. Objective partially met. During 2004/05, 7 training sessions were scheduled in BALIS libraries. All covered one or more of the Gale databases commonly subscribed to in the BALIS package.</p> <p>d. Objective met. The Reference Committee continues to review, evaluate, and recommend information sources at each meeting.</p> <p>e. Objective met. Information on training opportunities was shared. BALIS libraries sent staff to sessions covering various aspects of reference work, including the reference interview, using the Net as a ready reference tool, and finding legal and medical information online.</p> <p>f. Objective met. Reference staff participated in Reflist, the listserv for BALIS/PLS/SVLS member libraries.</p>

BALIS (cont'd)	BALIS/PLS/SVLS member libraries. g. At its bi-monthly meetings, the Reference Committee will schedule forum discussions to address specific topics of interest and concern to Reference staff. Other expert staff may attend.	g. Objective met. Specifications such as genealogy were identified and focused on at monthly meetings.
BLACK GOLD	a. Offer two or more workshops aimed at both the professional and paraprofessional reference staff to improve library service and technology skills.	a. Objective met. Black Gold hosted multiple training sessions aimed at improving both library skills and technology skills. The training task force completed a training survey in early 2004 and 162 responses were received. The most frequently selected categories were: Computer Skills (102), Reader's Advisory (67), Customer Service (66), Technology Trends (54), Dealing with Change (40), Motivational/Inspirational (37), and Library Security (45). Based on the survey results, five training sessions were selected as follows: <ol style="list-style-type: none"> 1. An interactive ProQuest eLibrary training session was presented twice in May 2005 in different locations, with 21 total participants. The attendees learned about basic, advance and standards search methods and other eLibrary features. Seventy-three percent of the evaluations received felt the purpose of the session was achieved. 2. A Thomson Gale lecture and demonstration was presented twice in February and March 2005 in different locations, with 43 total participants. Gale search strategies were explored including article annotation, the Health and Wellness Resource Center database, the Biography Resource Center database, InfoTrac and Kids InfoBits. Ninety-five percent of the participants who evaluated the session rated the training's purpose as clear or nearly so. Seven out of ten felt the training's purpose was achieved. 3. Effective Change Management for Libraries was presented twice in June in different locations, with 31 total participants. The course was designed to help participants "to plan, craft and immediately apply responsive, targeted strategies for library change." Eighty-nine percent of the evaluations received found the workshop to be 8-10 overall (with 10 being excellent). Forty-six percent of the responses noted they learned more than they expected. 4. Cataloging Training: Assigning Dewey 22 Call Numbers in the Black Gold System was presented once in February 2005, with 11 participants. Topics included the purpose of call numbers and where to find them, how DD22 is arranged, classifying with DDC 22 and local call number practices. Of the evaluations received, 7 out of 9 felt the purpose of the session was achieved.

<p>BLACK GOLD (Cont'd)</p>	<p>b. Enable library staff to learn about area resources through the results of the resource sharing audit and the Cat-A-Link Gold virtual catalog.</p> <p>c. Continue to familiarize staff with 'AskNow' Reference Service.</p>	<p>5. Millennium Cataloging (MilCat): an Introduction to Basic Cataloging Functions was offered in April 2005 in two sessions, with 19 total attendees. The sessions covered how to obtain and set-up Millennium Cataloging, authorizations, navigating Millennium, record templates and other features. Of the evaluations received 79% felt the purpose of the training was somewhat met.</p> <p>b. Objective met. The Resource Sharing Audit was completed and distributed at a meeting of the Reference Committee. Administrative Council also received copies and was pleased to learn of the variety of efforts in place at the jurisdictions. Further study of the audit and ways of incorporating some of the ideas across the System were discussed and will be part of System goals and objectives for the next several years. The Cat-A-Link Gold service is still being supported by Black Gold with local monies. The service is considered an extremely useful tool for patron-initiated loans and therefore, Black Gold Council has decided to support the system as long as possible, even though its original funding through Gold Coast Library Network is no longer available.</p> <p>c. Objective met. AskNow staff member Susan Barb offered two local training sessions in October 2004 for reference staff to learn how to provide the service and to help patrons to improve internet searching skills. Of the evaluations received all rated the sessions as good or excellent. As a result of these AskNow trainings, Black Gold reference staff now provides regular weekly AskNow service.</p>
<p>49/99</p>	<p>a. 100% of System member public libraries will refer reference requests to the System Reference Center and relay the responses to their patrons.</p> <p>b. Reference staff of five System member public libraries will participate in training sessions to improve their ability to provide reference services to their patrons.</p>	<p>a. Objective met. All 7 System member public libraries referred requests to the System Reference Center on behalf of their patrons.</p> <p>b. Objective met. Six staff from 2 member public libraries attended an orientation session at System headquarters. Topics covered included policies and procedures for referring questions to the System Reference Center, procedures for requesting and circulating Bi-Folkal kits and the status of the Library of California and Sierra Valley Library Network.</p> <p>Staff from 4 member public and 3 affiliate libraries participated in a total of 3 Infopeople workshops in April and May 2005. A total of 28 staff members received training in "Mastering Tough Public Service Situations," and 40 received training in "Cutting Edge Customer Service Techniques: Learning from FISH! And Pickle."</p>

<p>49/99 (Cont'd)</p>		<p>Five member libraries plus 49-99 Reference Center staff provided staff time to the AskNow (24/7 Reference) project so patrons of all 7 public and 6 affiliate libraries can access 24/7 online reference services.</p> <p>System staff provided ongoing training in reference question answering and referral through responses to reference queries sent to the System Reference Center. System headquarters also made available the CORE Reference Correspondence Course and training videos on answering reference questions.</p> <p>System staff helped to publicize Infopeople training sessions among member libraries throughout the year. Several libraries regularly sent staff to those sessions. The System will look for future opportunities to provide additional Infopeople and videoconference workshops within the region.</p>
<p>INLAND</p>	<p>a. Reference staff will be available to provide instruction to member libraries on the best ways to answer questions using local collections.</p> <p>b. Reference staff will be available to provide instruction, share information about web sites, search strategies and provide encouragement to the staff of member libraries in the use of the Internet and other electronic resources as reference tools.</p> <p>c. Standing committees will meet quarterly to discuss issues of mutual concern and to plan for cooperative activities, products, and training sessions.</p>	<p>a. Objective met. Inland reference staff provided consultant services to member libraries.</p> <p>b. Objective met. Inland sponsored and helped present three sessions of <i>Hold Onto the Memories</i> workshop.</p> <p>c. Objective met. The System sponsored meetings of the:</p> <ul style="list-style-type: none"> • Adult Readers and Information Services Committee • Children's Services Committee • Literacy Committee
<p>MCLS</p>	<p>a. MCLS will coordinate all workshops, information exchanges and guest/host programs as planned by individual MCLS committees.</p> <p>12 issues of the <i>Reference Hotline</i> will be distributed via email to MCLS, SLS and South State libraries, all MCLS Associate Members, all System Reference Centers, and members of the LoC Board. The <i>Hotline</i> is also mounted on the MCLS Web site. The <i>Guide to Government Officials</i> will continue to be updated and mounted on the MCLS Web site.</p>	<p>a. Primary objectives met. In total, the System and its committees sponsored 55 continuing education programs. In addition, 14 structured exchanges were sponsored by the System Committees. These structured exchanges are planned to include broad participation, exchange of handbooks, policies, documents and written documentation, and are considered one of the most useful of the committee activities. Five committees held structured exchanges.</p> <p>Eleven issues of the <i>Reference Hotline</i>, which featured services provided by the MCLS Reference Center, were distributed by email to all member libraries, all Associate Members of MCLS, all CLSA System Reference Centers, and to members of the Library of California Board. The <i>Reference Hotline</i> was also mounted on the MCLS Web site.</p>

<p>MCLS (Cont'd)</p>	<p>b. MCLS will continue the process of training member library staff in the use of the MCLS Web site as a mechanism for forwarding reference questions in order to expedite reference referral.</p> <p>c. MCLS will continue to provide Internet training sessions for member library staff. Two types of Internet classes are offered by the Reference Center: a beginning class titled "Ready Reference," and a series of subject specific classes. MCLS will continue to offer Internet classes for member library staff in 2004/05.</p> <p>In addition, MCLS will arrange for the Librarians' Index to the Internet to offer half-day training sessions for System members.</p>	<p>The MCLS Reference Center updated <i>Federal Government Officials</i> and <i>California Government Officials</i>, revising the 1995 SCAN publication. These publications are mounted on the MCLS Web site for the use of all residents of California. In addition, the MCLS Reference Center published the <i>2004 Tax Packet</i>, a guide to taxpayer assistance, sources of tax forms (including internet sources), and other information to assist libraries during tax season. This was sent to MCLS, SLS, and South State libraries by email; it was also posted on the MCLS Web site.</p> <p>b. Objective met. The MCLS Reference Center continues to encourage member libraries to use both the MCLS Web site and the Reference Center email to send in reference questions. In 2004/05, the MCLS Reference Center Supervisor met with most of the System's reference staff, in part, to highlight key features on the MCLS Web site.</p> <p>c. Objective met. The MCLS Reference Center continues to offer the Wednesday Web Workshop series, covering a variety of different topics. In FY 2004/05, 13 separate Wednesday Web classes were offered on 12 topics. The materials for the Internet classes are posted on the MCLS Web site, so that staff who are unable to attend can access the materials through the Internet. Additional classes will be offered on new topics during FY 2005/06.</p>
<p>MOBAC</p>	<p>a. At least one reference workshop, the annual Hands-On, will be held in FY 2004/05, attended by at least 75 reference staff from all member libraries in the region.</p> <p>b. The Reference Committee will continue to work with other MOBAC Committees and the Admin. Council to make recommendations regarding the selection of the vendor for and implementation of the new planned portal/ILL site.</p> <p>c. The Reference Committee will play an active role in developing and maintaining useful content for the ILL/portal site.</p> <p>d. The Reference Committee will schedule 10 meetings, rotating among member libraries. At least 2 meetings per year will include a forum topic of discussion, designed to contribute to reference staff's knowledge, training, or development.</p> <p>e. Reference resources and union lists, including the <i>Survey of Publicly Available Assistive Technologies</i>, will continue to be updated.</p>	<p>a. Objective not met. The Hands-On workshop was held in October and was attended by approximately 67 staff members. Owing to budget constraints, fewer library staff are able to get away for any length of time to events.</p> <p>b.-c. Objectives not met. The committee found neither vendor had a product to fit MOBAC's needs at this time. The committee recommended that MOBAC not continue with the ILL/portal project.</p> <p>d. Objective met. The committee met 8 times, and special collections or resources were reviewed at most of the meetings.</p> <p>e. Objective met. Investigations were made into finding an appropriate successor for MOBACULP. However, replacement options were</p>

MOBAC (cont'd)	<p>f. The Reference Committee will continue to identify and evaluate electronic resources for possible System purchase.</p> <p>g. MOBAC will evaluate the need to sponsor Infopeople workshops for staff of member libraries. Infopeople offerings will determine which specific workshop(s) is/are to be sponsored.</p>	<p>determined to be not cost-effective enough to warrant pursuit.</p> <p>f. Objective met. The list of resources for the publicly available technology was updated and is posted on the MOBAC Intranet.</p> <p>g. Objective met. Two Infopeople workshops were subsidized by MOBAC: "When Being Nice Isn't Working" and "Law on the Net." Approximately 54 staff members attended these 2 workshops.</p>
MVLS	<p>a. The Reference Committee and System staff will develop a multi-year training plan as follows:</p> <ol style="list-style-type: none"> 1. Survey member library staff to determine training needs. 2. Make an inventory of available local reference training and publicize it, maintaining a calendar of training events. 3. Decide what topics to cover in a given year and establish a cycle of recurring workshops as needed. 4. Establish and publicize any prerequisites for workshop attendance. 5. Evaluate completed workshops in order to refine the training plan. 6. Offer workshops free or at low cost when they can be provided with local resources, but on a cost recovery basis when presenters have to be paid, or sites or equipment have to be rented. Coordination with neighboring Systems and with presentations of the Children's Committee is encouraged. 7. Explore any advances in technology that might aid in the training sessions. <p>b. Coordinate shared subscriptions to reference databases. The committee recommends continuing support of OCLC FirstSearch, NewsBank access to the <i>Sacramento Bee</i>, and <i>AncestryPlus</i>.</p>	<p>a. Training plan:</p> <ol style="list-style-type: none"> 1. Objective met. Reference staff visited 11 public libraries and one academic library to discuss reference, technology, ILL, and training needs. 2. Objective not met. This objective was dropped since members prefer to receive email notification of upcoming events. 3. Objective not met. MVLS Council has not indicated a need for recurring workshops. See objective c below for this year's programs. 4. Objective met. When appropriate, prerequisites were added to flyers. The 2004/05 mini-workshops were presented at Reference Committee meetings. 5. Objective met. Evaluations from the April 2005 mini-workshops showed that attendees who responded to the survey found the event very useful. 6. Objective met. MVLS used member library facilities, equipment, and presenters. 7. Objective met. The System practiced with wireless technology. <p>b. Objective met. The OCLC FirstSearch passwords were maintained. MVLS Council decided that other electronic subscriptions would be picked up by individual libraries.</p>

<p>MVLS (cont'd)</p>	<p>c. Provide 2 workshops on technological or public service aspects of reference work.</p>	<p>c. Objective met. At the September 2004 Reference Committee meeting, we had a hands-on demo of wireless technology using Sacramento Public Library's wireless laptop lab. A mini-workshop was held on Time-out software, print management systems, and public workstation configuration with user reports and evaluations. A report with links to the product websites is at http://www.mvls.org/min45.doc</p> <p>Local funds were added to meet the level of service provided.</p>
<p>NORTH BAY</p>	<p>a. NBCLS staff will have reference training workshops or round table discussions that meet the specific needs of individual member libraries and present these in conjunction with the Reference Committee meetings.</p> <p>b. NBCLS staff will coordinate reference and/or multicultural workshops for all members on appropriate subjects. These could include arranging for Infopeople, OCLC, Staff Development, ERP, online database, virtual reference, government (such as census), or any other such workshops to be held in the NBC region.</p> <p>c. NBCLS staff can provide one-on-one brush-up training for individual member librarians for online databases at System headquarters.</p> <p>d. Member librarians will be invited to spend a day at the NBC Reference Center, observing and learning about reference tools available at the host library. As time allows, reference staff will visit local reference committees to discuss and promote reference services.</p> <p>e. NBCLS staff will keep track of subject and language requirements for reference questions and report back to member libraries in order to improve local collection development.</p> <p>f. Three System-wide committees will meet quarterly, 3 times annually, or semi-annually, to discuss matters of mutual concern, share information, and participate in mini-workshops and library tours.</p> <p>g. The following publications will be produced or revised:</p> <ol style="list-style-type: none"> 1. NBCLS news items will be written as time allows and could include information and event calendars of interest to member libraries. 2. NBCLS staff will publish on the Web page a monthly calendar of meetings and training events. Paper copies of the calendar will be distributed as needed. 	<p>a. Objective met. NBC co-sponsored with vendors, and/or arranged on its own, at least seven workshops or roundtable discussions in the North Bay Region, such as: <i>How May We Help You? Reference Services for the Future</i>; <i>Communication Skills for Front Line Library Staff</i>.</p> <p>b. Objective met. See a. above.</p> <p>c. Objective met. Two librarians took advantage of the one-on-one brush-up training and came to NBC headquarters.</p> <p>d. Objective met. Three library reference committees were visited to promote reference services.</p> <p>e. Objective met. Language needs were tracked, presented and discussed at the appropriate committee meetings.</p> <p>f. Objective met. Reference committee met 4 times with the average attendance of 12. The Children's Committee met 3 times with the average attendance of 16, and the Guadalajara group met twice.</p> <p>g. Publications:</p> <ol style="list-style-type: none"> 1. Objective met. Event calendars were produced, and news items were passed on to committee meetings. 2. Objective met. A monthly calendar of meetings and training events was published on the NBC Web page.

NORTH BAY (cont'd)	<p>3. The following Union Lists will be considered for revision as needed:</p> <ul style="list-style-type: none"> - NBCLS Directory of Reference Librarians - NBCLS Union List of Periodicals - NBCLS Union List of Depository Federal Documents <p>4. NBCLS staff will update the following handbooks and manuals as needed:</p> <ul style="list-style-type: none"> - NBCLS Interlibrary Loan Manual - NBCLS Reference Manual - NBCLS Directory of Member Libraries - NBCLS Staff Foreign Language Skills Resource List - NBCLS Super Search/URSA User's Manual <p>5. The products noted above will be made available in electronic form via Web site and/or listserv.</p>	<p>3. Objective met. Directory of Reference Librarians was updated.</p> <p>4. Objective met. Directory of Member Libraries and the SuperSearch/URSA User's Manual were updated.</p> <p>5. Objective met. The Directory of Member Libraries, events calendar, NBC manual, and Reference Webform have continued to be maintained on the Web site.</p>
NORTH STATE	<p>a. At least one workshop will be sponsored by the System on reference referral and improvement of local reference services.</p> <p>b. At least 12 member library employees will complete a C.O.R.E. Reference Online Course and/or view NBCLS distributed training or other training in the form of videos, DVDs, Webcasts, or Infopeople classes to improve general reference.</p>	<p>a. Objective met. Infopeople presented several online and on ground workshops. The workshops included Extreme Googling I & II and Free, Fast and Factual: Top Online Reference Sources for 2004/2005. Additionally, the System sponsored a census information workshop with the focus on how to serve small business needs.</p> <p>b. Objective met. At least 15 library employee members completed the C.O.R.E. Reference Online Course. Additionally, 15 videos, 4 books, and several periodicals were circulated to member libraries.</p>
PENINSULA	<p>a. There will be opportunity for professional and paraprofessional staff members to attend various training sessions, either arranged for or given by the Reference Coordinator. These sessions will include but not be limited to: 1) training on subscription databases, including the various components of the Gale database contract, StatUSA, Rand California, Big Chalk and others; 2) training on other reference-related topics, including the use of print and Internet sources, the reference interview and others. There will also be training opportunities for librarians staffing the statewide virtual reference service. Training sessions may be live or virtual, one-on-one, or using the meeting software within the virtual reference program.</p> <p>b. As part of the implementation of the Strategic Plan developed by and for the PLS administration as approved by the Administrative Council, all committees will undergo a review to evaluate and either</p>	<p>a. Objective partially met. All training methods were offered.</p> <p>b. Objective not met. The objective was tabled by PLS Council so System and library staff could address the workload required to implement the new Integrated Library System (ILS).</p>

<p>PENINSULA (Cont'd)</p>	<p>re-affirm or revise their mission, goals and objectives, and memberships. Council members will make sure that the Reference Committee member that represents their library is the most appropriate person to be on the committee, with respect to their job duties and responsibilities, as well as to their interest in and ability to carry out the work of the committee. The Reference Committee will continue to meet bi-monthly to exchange information, recommend acquisitions, discuss shared problems, and promote reference cooperation.</p> <p>c. The directory of local service resources (clubs, organizations, human resources agencies, etc.) called the Community Information Program, or CIP, is available both online and in print and will be updated on a regular basis and expanded to include more resources in other area counties. This file is now accessible through the WorldWideWeb at http://cip.plsinfo.org. In the coming year, the database will be migrated from its Access 97 format to the new ILS system chosen by PLS. It will provide users with easy accessibility to this valuable community resource.</p> <p>d. The Reference Committee will evaluate and select a limited number of appropriate reference sources for System Reference purchases. These will be either online resources available to all, or print sources, housed in individual libraries or the System Reference Center for purposes of experimentation and collection augmentation. Access to subscriptions to selected online services will also be provided through System subscriptions. In addition to the collection of databases provided through the contract Gale, there are also current subscriptions to StatUSA from the U.S. Department of Commerce, and the RAND California database and Schoolwise Press, which evaluates local school districts.</p> <p>e. The Reference Committee will be actively participating in the process of selecting a new Integrated Library System (ILS) by contributing to the list of questions posed to proposed vendors about their product, attending the demonstrations so that members will be knowledgeable about the products and their capabilities, and voting for their choice, along with others who attend the demonstrations. Once the ILS is selected, the committee will work with appropriate other groups to help shape the implementation and ongoing development of the catalog to ensure that the product and its interface meet or exceed expectations in areas of functionality, ease of use and easy access to information that community members find useful.</p> <p>f. Staff from member libraries will work on the live, online reference service currently called AskNow. Patrons from all local libraries are able to post questions on the Web site and receive answers from one of the librarians monitoring calls on the virtual reference service.</p>	<p>c. Objective met. The Community Information Program database is exclusively online now through the Web at http://cip.plsinfo.org/.</p> <p>d. Objective met.</p> <p>e. Objective met. All library staffs were involved in choosing and implementing the new ILS.</p> <p>f. Objective met. Various library staff have continued to support this effort. Some libraries have had to drop out due to cuts in local budgets.</p>
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PENINSULA (cont'd)	Staff from the System Reference Center will provide second-level reference to users of the virtual reference service through monitoring of the QRC queues and following up to provide answers to unresolved questions.	
SJVLS	<p>a. At least 30 local staff members will receive one-on-one training related to the answers of referred questions.</p> <p>b. The NEWS and CLUES newsletter, containing purchase suggestions and articles on effective use of local and Web-based resources, will be published once yearly on the System Web site and emailed to each member.</p> <p>c. Directory of regional libraries belonging to the Heartland Regional Library Network will be available on the Web.</p> <p>d. Use of long distance phone calls to answer reference questions will be paid for by System funds.</p> <p>e. The Reference Committee will hold reference book review sessions to facilitate information exchange and cooperative purchasing at each of its regularly scheduled meetings.</p> <p>f. The Reference Committee will coordinate identification of online database needs and coordinate evaluation and selection of databases for System-wide purchase.</p> <p>g. Internet access is available to all branches. A system homepage is maintained.</p> <p>h. Locally produced databases to answer common questions, such as the sheet music/song book index, the vertical file index, and the index of antiques and collectibles magazine will be available on the Web.</p>	<p>a. Objective partially met. Some one-on-one training continues, especially with new staff hired without library training.</p> <p>b. Objective not met. NEWS AND CLUES suspended publication due to lack of staff to edit the publication.</p> <p>c. Objectives met. The Web pages for the SJVLS and Heartland Regional Library Networks were kept up to date. The SJVLS Web site (http://www.sjvls.org) provides links to tools developed to aid local libraries – including song and antiques indexes and Ben's Almanac – Web-based access to materials from the vertical files of SJVLS.</p> <p>d. Objective not met. Most members ceased to need the System phone cards which were available in 2004/05. Their use was minimal and they will be eliminated.</p> <p>e.-f. Objectives not met. The Reference Committee had difficulty achieving a quorum at meetings in order to take action. Online meetings were explored, but did not appear to meet the requirements of the Brown Act. The committee continues to schedule trials for online database subscriptions and to actively work on facilitating joint purchases.</p> <p>g.-h. Objective met. All branches have Internet access and can use the System-wide subscription to InfoTrac Reference Center Gold and Health and Wellness Reference Center.</p>
SANTIAGO	<p>a. SLS will contract with MCLS for interlibrary reference, with MCLS performance to be monitored by the SLS Reference Committee and System staff.</p> <p>b. SLS will sponsor at least one continuing education program, which will be attended by a minimum of 20 staff (professional and non-professional) and classes on online reference resources: - The workshop will be developed by SLS Reference Committee. - SLS will support staff development by sending member library staff</p>	<p>a. Objective met. SLS contracted with MCLS for interlibrary reference, which was monitored by the SLS Reference Committee and System staff</p> <p>b. Objective met. The Reference Committee sponsored "You Can Do It!" a workshop focusing on Adult programming for libraries. - SLS staff attended MCLS and Tri-System workshops as well as PLA and CLA with System support. -In addition, the MCLS Reference Center offered to contract with any</p>

<p>SANTIAGO (cont'd)</p>	<p>to MCLS, CLSA Systems, California State Library and other library related workshops. - Classes on online reference resources will be conducted by MCLS Reference staff as part of contracted services.</p> <p>c. The SLS Reference Committee will meet 6 times per year to discuss topics of current interest in SLS libraries. The SLS Reference Committee and SLS member libraries will explore participation in cooperative reference projects with other Systems and attend other System Reference meetings when possible.</p>	<p>SLS library for special staff workshops. Orange County Public Library contracted with MCLS for one Business and two Small Business workshops.</p> <p>c. Objective met. The System and Reference Committee sponsored continuing education programs at their staff meetings where information on a variety of current topics was shared. Working with MCLS and SSCLS, SLS staff attended workshops on various aspects of reference service.</p>
<p>SERRA</p>	<p>a. Research Center staff will present orientation tours promoting reference services and explaining procedures, as requested by member libraries.</p> <p>b. System staff will update the information on the Serra Web site.</p> <p>c. Staff will be available five days per week to provide consultation on local libraries' questions.</p> <p>d. System staff will work with the Reference Committee on at least one workshop on some aspect of reference service for local library employees. Two sessions of a workshop <i>Census Data Online</i> will be presented in October 2004.</p>	<p>Overview: Serra was able to fulfill the goal set by the member libraries to maintain basic reference services and activities. They did so in spite of budget cuts of more than 25% over the past three years. To save funds, one full time position (Office Manager) was left unfilled and the remaining four full time positions were decreased from 40 to 35 hours per week, in addition to a six day unpaid furlough. Staff and operations continue at the Research Center location at San Diego Public Library. The closing of the Admin office at another location helped save operational funds.</p> <p>a. Objective met. Serra staff conducted two orientation tours. Research librarian Kristina Peterson attended the May 2005 meeting of the DVLMA (Desert Valley Library Media Association) in El Centro to remind the libraries of Serra's services and encourage them to contact Serra. Ms Peterson also visited the Imperial County Library and Imperial Valley College to meet with 8 reference staff members and discuss Serra. A second visit to market Serra services to remaining Imperial County Library branch staff was conducted in June 2005.</p> <p>b. Objective met. System staff continued to compile and update the "Answers" database and maintained it as an in-house ready-reference file. "Answers" covers local, state and federal elected officials, population and cost of living data. The print copy of "Answers" was eliminated but the electronic version has been edited for mounting on the Serra Web site</p> <p>c. Objective met. Research Center staffing was maintained during business hours, five days per week.</p> <p>d. Objectives met. The three-day Effective Reference Performance Training workshop was held in August and September 2004 in the Imperial Valley. 18 students completed the course.</p> <p>Census Bureau staff presented two sessions of the Census Data Online workshops with 37 people in attendance. The Reference Committee's in-service training module "Reference Sources: Just the Basics" workshop was presented on October 2004 to 50 San Diego Public Library staff.</p> <p>Serra participates in a disaster response network for libraries in San Diego</p>

<p>SERRA (cont'd)</p>	<p>e. Serra's Research Center will distribute information on resources and news of interest via Serra's Web site. Member libraries will have the ability to transmit reference requests and receive answers electronically.</p>	<p>and Imperial Counties (SILDRN). SILDRN sponsors a Web page and makes available stockpiles of disaster supplies in San Diego and Imperial County locations. The System Coordinator is a member of the Board and attended the annual Board meeting in February 2005. In FY 2004/05, the SILDRN contract with the lead agency, UC San Diego, was updated. Serra renewed its own membership on behalf of all the member libraries. In May 2005 the System Coordinator assisted instructor Julie Page in presenting the second day of a workshop at Calexico on disaster planning and response.</p> <p>Under the Public Relations Committee, Serra continued to publish a bi-monthly electronic newsletter of System and member library activities. It is posted on Serra's Web site and distributed via email to 35-40 people, including the Administrative Council, Public Relations and Reference Committees, the Tierra del Sol Network's Director, and other interested parties. Member libraries redistribute the newsletter within their own organizations</p> <p>e. Objective met. Serra continued to maintain its Web site, hosted by Escondido Public Library. The online "Fines and Fees" chart and the Database Union List were updated.</p> <p>The online 24/7 reference project sponsored by the TdS Network remains active as the AskNow service. Most Serra members in San Diego County are participating.</p> <p>90% of questions are submitted electronically via a reference request form on Serra's Web site. The form is available to member libraries, not the general public.</p> <p>Thanks to Congressman Randy Cunningham, Serra also received a federal grant to provide the Tutor.com live homework help online for patrons of 5 member libraries – San Diego Public, San Diego County, Escondido, Oceanside, and Carlsbad. Chula Vista library was able to participate this year due to increased funding. The tutoring service includes in-library and remote access seven days a week, 3-10 PM in English and Spanish. From July 2004 through May 2005, the project served 10,669 students.</p>
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<p>SILICON VALLEY</p>	<p>a. There will be opportunity for professional and paraprofessional staff members to attend various training sessions either arranged or given by the Reference Coordinator. These session may include, but not be limited to: 1) training on subscription databases, including the various components of the Gale database contracts; 2) training on other reference-related topics, including use of print and Internet sources and the reference interview</p> <p>b. The Reference Committee will meet bi-monthly to exchange information, recommend acquisitions, discuss shared problems and promote reference cooperation.</p> <p>c. The Reference Center will continue to be located in two locations-San Jose Public Library, with a branch location in San Francisco Public Library. Reference Center staff will continue to provide orientation to local librarians through personal appearances, tours, demonstrations, memos and articles in the newsletter, <u>SEARCH</u>. The newsletter will include member library contributions of news articles pertaining to new reference sources, local library resources, and local library activities of interest to the other member libraries. The newsletter will also contain articles supplied by the Reference Center, the PLS Reference Committee, the BALIS Reference Committee and MOBAC member libraries in order that information and experience may be shared on a regional level.</p> <p>d. The minutes of the meetings of the PLS and BALIS Reference Committees will be distributed to the SVLS Reference Committee with the aim of sharing information about all libraries in the three Systems. Minutes are now shared on email listservs. The Multicultural Committees SVLS and PLS will work together as a joint committee and have a mutually supportive working relationship and mission. The Reference Coordinator serves as the liaison for the SVLS Reference Committee to the regional Staff Development Committee.</p> <p>e. Santa Clara County clubs and organizations will continue to be added to the Community Information Program's directory which includes coverage of San Mateo and Santa Clara counties.</p> <p>f. The reference staffs from the SVLS libraries will participate in Reflist, a reference issues listserv housed on PLS' server, which will be used for sharing problems/solutions and information among BALIS/PLS/SVLS member libraries.</p> <p>g. The SVLS Reference Committee will invite librarians from the other Systems to attend the workshops and programs where reference services, especially those related to electronic resources, will be discussed or demonstrated. They will participate, together with the other Systems, in the review, evaluation and recommendation of electronic information sources for consortium purchases.</p>	<p>a. Objective met. Professional and paraprofessional staff had the opportunity to attend various training sessions.</p> <p>b. Objective met. The Reference Committee met bi-monthly to exchange information, recommend acquisitions, discuss shared problems and promote reference cooperation.</p> <p>c. Objective partially met. With retirement of the regular staff person at the SFPL branch of the System Reference Center, access to resources continues with staff making trips to the library as needed. Only 2 issues of <u>SEARCH</u> were completed because of staff illness. It is currently on hiatus, while Reference Center staff prepares it in a new electronic format.</p> <p>d. Objective met. Committee minutes were shared with other committees throughout the region.</p> <p>e. Objective met. Santa Clara County clubs and organizations continue to be added to the Community Information Program's database. It is available on the Web at http://cip.plsinfo.org/.</p> <p>f. Objective met. Librarians in SVLS continue to participate on Reflist.</p> <p>g. Objective met. Announcements for reference-related programs are shared with other regional Reference Committees and the Staff Development Committee through their listservs. Several trials of databases were conducted during 2004/05 for libraries in BALIS, PLS, and SVLS.</p>
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SILICON VALLEY (cont'd)	<p>h. The Reference Committee will contribute information to directories of local resources not available elsewhere, such as a listing of which library owns what subscription databases, and what computer equipment is available to the public in which library.</p> <p>At the end of 2003/04, the SVLS Administrative Council embarked on a strategic planning process based on Sandra Nelson's <u>New Planning for Results</u>. With the completion of this, SVLS will implement new Systems goals and objectives that impact the objectives listed above. As part of the implementation of this Strategic Plan, all committees will undergo a review to evaluate and either re-affirm or revise their mission, goal and objectives, and memberships. Council members will make sure that the Reference Committee member that represents their library is the most appropriate person to be on the committee with respect to their job duties and responsibilities, as well as to their interest in and ability to carry out the work of the committee. The Reference Committee will continue to meet bi-monthly in January, March, May, July, September, and November to exchange information, recommend acquisitions, discuss shared problems, and promote reference cooperation.</p>	<p>h. Objective met. Information was contributed to directories of local resources not available elsewhere.</p> <p>The SVLS Strategic Plan continues developing activities that will change some of the Reference Committee's goals and objectives.</p>
SOUTH STATE	<p>a. Reference service will be provided by contracting with MCLS for interlibrary reference.</p> <p>b. Staff training will be provided through one or more workshops on issues, resources, or skills pertinent to reference training needs of member libraries. Opportunities for joint efforts with other library related organizations will be utilized.</p> <p>c. Reference resources, which enhance member library reference effectiveness, will be purchased or leased.</p> <p>d. Reports on reference service activities will be prepared for the SSCLS Administrative Council.</p>	<p>a. Objective met. Interlibrary reference continues to be provided through a contract with the MCLS Reference Center.</p> <p>b. Objective met. Staff training opportunities were provided through various workshops such as "Califa: Vendors Discounts & More," "Come to Your Census," "Take Me Out to the Sports Library," "Better Than Sliced Bread: The New LII," and a series of Wednesday Web workshops.</p> <p>c. Objective met. Each library jurisdiction selected reference materials and/or services to enhance reference effectiveness.</p> <p>d. Objective met. Reports on reference statistics were prepared and distributed monthly to the SSCLS Administrative Council. These reports recorded the number of reference questions received, the number of questions answered, and the turn around time actually used to answer them.</p>

**SUMMARY OF IMPROVEMENTS OF REFERENCE SERVICES TO THE UNDERSERVED - FY 2004/05
(CALIFORNIA ADMINISTRATIVE CODE SECTION 20155)
CLSA SYSTEM PROGRAM ANNUAL REPORTS**

System	Performance Objectives	Achievement of Performance Objectives
BALIS	<p>a. The BALIS libraries are now all subscribing to the Spanish language periodical database Informe, which will be one of the subjects of promotional material produced by the reference committee.</p> <p>b. Staff from various BALIS member libraries will participate in the five-System Staff Development Committee to plan and support types of staff development that will enable BALIS libraries to improve service to designated underserved groups.</p> <p>c. The BALIS/SVLS Reference Committee will identify and evaluate for consortium purchase databases that serve diverse communities.</p> <p>d. A joint BALIS/SVLS Community Language Project has been formed to identify areas of cooperation among libraries of the two consortia with regard to the acquisition, processing and collection development of collections in languages other than English. The BALIS Reference Committee will be working with representatives to this group to assist in evaluating current collections and in determining what underserved groups might exist that have previously not been the focus of the reference committee's attention.</p>	<p>a. Objective met. All members subscribe through BALIS. Each library promotes using local resources.</p> <p>b. Objective met. A variety of workshops were held during the year. They were well attended and evaluations were positive.</p> <p>c. Objective met. BALIS Reference Committee continues to evaluate resources. The System is also working with Califa to investigate statewide opportunities.</p> <p>d. Objective met. The Community Languages project entered a development phase for a model project to begin in fall 2005.</p>
BLACK GOLD	<p>a. Provide orientations for library staff in the use of the online Spanish (OPAC) Catalog.</p> <p>b. Provide a workshop on teaching students to use the Internet for homework.</p> <p>c. Offer a story-telling workshop using an in-house expert to teach and share via a videoconference.</p>	<p>a. Modified objective met. After determining that there were differences in local Spanish dialects, and that needs were better met at the local level, a counter page was added to the Spanish Web site to determine current usage and to track it throughout the year. Usage of the Spanish OPAC steadily increased over the course of the year. Additional research is being done to determine the best way to promote and increase usage of the Spanish catalog.</p> <p>b. Objective not met. Unable to schedule Internet usage class, the objective was modified, and a children's workshop titled Anime and Manga: Selecting Appropriate Library Materials, was held in March 2005, with 20 attending. 92% of the evaluations received said the training's purpose was "clear" and the purpose of the session was achieved.</p> <p>c. Objective not met. Videoconferencing connections in two Black Gold jurisdictions were shut down because of the prohibitive cost of keeping the lines.</p>

BLACK GOLD (cont'd)	d. Conduct two Children's Services meetings for sharing of ideas, "best reads" and discussion of the individual libraries Summer Reading Programs.	d. Objective met. Both meetings were held, detailed information was exchanged, and to ensure quality, committee members reinstituted the previous practice of documenting performances of popular programming.
49/99	<p>a. Answer 90% of questions referred on behalf of geographically isolated patrons.</p> <p>b. Respond to 100% of requests for non-English language materials using resources available at the host library or by referring member libraries to the State Library and other collections.</p>	<p>a. Objective met. The Reference Center answered 95% of the reference questions referred on behalf of geographically isolated patrons.</p> <p>b. Objective met. The System's host library has discarded most of its popular materials in European languages other than Spanish but the collection of Asian language materials has expanded. The System responds to requests for materials in Spanish and Asian languages using the host library collection.</p>
INLAND	<p>a. At least 20% of our reference questions will be from members of underserved groups identified: Geography isolated, institutionalized, disabled, and children.</p> <p>b. Electronic and printed material will be provided in a timely manner.</p>	<p>a. Objective met. 30.3% of the reference questions were from members of the underserved groups.</p> <p>b. Objective met. Printed materials were provided in a timely manner.</p> <p>Updated copies of the Newbery and Caldecott Award winners were made available to ILS member libraries and non-public libraries in the Inland service area.</p> <p>System staff participated in the coordination of the design, purchase and distribution of printed materials for the Children's Summer Reading Program.</p> <p>Inland coordinated, purchased and distributed incentives for participating libraries in the ILS, MCLS, Santiago and South State CLSA cooperatives.</p> <p>In addition, the Children's Services Committee and Inland Library System staff planned, coordinated and presented the ILS Annual Performer's Showcase. The presentation had 103 attendees. 100% of the attendees rated their overall satisfaction as Excellent or Good. There were 49 performers who participated in the Showcase. 100% of the performers stated their overall satisfaction as Excellent or Good.</p>

<p>MCLS</p>	<p><u>SERVICE TO THE LIMITED & NON-ENGLISH SPEAKING</u></p> <ul style="list-style-type: none"> a. System-specific resources are intended to assist local reference staff in providing more effective reference service to the limited and non-English populations in the service area. b. The MCLS Reference Center provides access to the resources of the International Languages Department collection of LAPL, as well as any relevant multilingual library finding tools, bibliographies, flyers, etc. that are produced by the International Languages staff at LAPL. c. The MCLS 24/7 Reference Service now has a Spanish-language version of the Web-based Ask A Librarian Service. Bilingual librarians will handle questions both in real-time and via email from library patrons from Los Angeles and Orange Counties who wish to ask questions in Spanish. This service began in June 2002. <p><u>SERVICE TO CHILDREN</u></p> <ul style="list-style-type: none"> a. At least 28 member libraries will participate in the Reading Program, which is an annual program designed to encourage reading in children of all ages. At least 28 libraries will be represented at the Reading Program Kickoff. b. The purpose of the Kickoff program is to showcase model programs and performers, as well as offer a networking forum for the exchange of ideas. c. <i>The Southern California Program Resource List</i> will be continuously updated by the Children's Services Committee members. d. At least one workshop on a topic relevant to the needs of Children's librarians/staff will be coordinated by MCLS staff working with the Children's Services Committee. e. Promotion of the MCLS Reference Center via articles in the <i>Reference Hotline</i> and meeting with the MCLS Children's Services Committee will continue to increase utilization of the MCLS Reference Center by Children's Services reference staff so that children's information needs 	<p><u>SERVICE TO THE LIMITED & NON-ENGLISH SPEAKING</u></p> <ul style="list-style-type: none"> a. Objective met. The MCLS Reference Center updated the <i>Language Fluency and Collections</i> Directory in 2004, which includes foreign language proficiencies of MCLS member library staff. This System-specific resource is intended to assist local reference staff in providing more effective service to the limited and non-English speaking population in the service area. b. Objective met. MCLS continued to handle System requests for information that utilizes the resources of the International Languages Department of LAPL, and made available throughout the System any multilingual library finding tools, bibliographies, flyers, etc. that were produced by the International Languages staff at LAPL. c. Objective met. Bilingual librarians have been providing AskNow Reference Web-based Ask A Librarian service to Spanish-speaking patrons since June 2002. <p><u>SERVICE TO CHILDREN</u></p> <ul style="list-style-type: none"> a. Objective met. The System once again sponsored the Reading Program and is underwriting the cost of the Kickoff Program. 27 member libraries participated in the Reading Program. MCLS coordinated participation in 13 Systems statewide, with 90 libraries and 501 library sites participating in the program. 28 libraries were represented at the Reading Program Kickoff. b. Objective met. Stephanie Drachkovitch, producer of "A Place of Our Own" and Jim Gilbert from the Cartoon Factory were featured speakers at the Summer Reading Program Kickoff. Committee members supplied bibliographies and craft ideas. c. Objective met. <i>The Southern California Program Resource List</i> continues to be updated as new performers are identified. d. Objective met. The Children's Services Committee sponsored the Summer Reading Program Kickoff at KCET. Committee members also attended the performance showcase at LAPL, and many also attended the Children's Literature Council's Fall Gala. e. Objective met. Promotion of the use of the MCLS Reference Center by Children's Services staff continues via articles in the <i>Reference Hotline</i> and meetings with the MCLS Children's Services Committee. The MCLS Liaison provides an update on Reference Center activities at
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MCLS (cont'd)	<p>can be met, instilling understanding and appreciation of library services.</p> <p><u>SERVICE TO YOUNG ADULTS</u></p> <p>a. The MCLS Young Adult Services Committee will meet at least 3 times in the coming year for the purpose of planning and coordinating System-wide programs for young adult librarians.</p> <p>b. In conjunction with the MCLS Young Adult Services Committee, MCLS will conduct at least one workshop/information exchange to further the professional skills of staff involved in service to young adults, focusing on developing community partnerships. The young adult component of the Reading Program will be discussed in at least one Children's Services Committee meeting.</p>	<p>each Children's Services Committee meeting.</p> <p><u>SERVICE TO YOUNG ADULTS</u></p> <p>a. Objective met. The MCLS Young Adult Services Committee met 3 times in the past fiscal year for the purpose of planning and coordinating System-wide programs for young adult librarians.</p> <p>b. Objective met. The Young Adult Services Committee presented a spring Workshop: YA Share Fair. The committee also had 3 structured exchanges: 1) Teen Councils; 2) Outreach to Schools; and 3) Book Clubs. The young adult component of the Summer Reading Program is an integral part of the program and is always taken into consideration when the children's component of the program is discussed.</p>
MOBAC	<p>a. Reference Committee members will put together the annual Hands-On workshop, demonstrating strengths and weaknesses of reference resources used by students for homework. At least one presentation will be given at this workshop will be especially valuable to the many reference staff members who have been primarily trained to work with adults and resources designed for them, but who serve a large number of younger students.</p> <p>b. Publicity for the databases to which libraries subscribe will heighten the awareness of reliable information unavailable on the free web to which library patrons of all ages have access from their local libraries or, with a library card, from their homes.</p> <p>c. At least one workshop will be chosen from the list of available contract workshops from Infopeople that will provide instruction on the provision of service to children and/or youth. This will result in member library staff being more comfortable and competent in their work with this group.</p>	<p>a. Objective met. The Hands-On workshop was a successful event in late October 2004.</p> <p>b. Objective met. The list of publicly available technology was updated on the staff Intranet.</p> <p>c. Objective met. Two Infopeople workshops were held; "When Being Nice Isn't Working" and "Law On The Net".</p>
MVLS	<p>a. Answers shall be provided for 90% of all questions referred from member libraries for geographically isolated patrons; 70% of answers to their questions shall be returned to the originating member library within 10 working days of the question having been transmitted by that library into the System's reference referral structure; 90% of patrons surveyed will express satisfaction with the service.</p>	<p>a. Objective met. 95% of questions were filled, 84% of the requests were filled within 10 working days, and 93% of patrons responding to the survey said their requests were completely answered.</p> <p>Local funds were added to meet the level of service provided.</p>
NORTH BAY	<p><u>ETHNIC MINORITIES</u></p> <p>a. NBCLS staff will continue to share collection development information and discuss appropriate topics related to the North Bay's</p>	<p><u>ETHNIC MINORITIES</u></p> <p>a. Objective met. Participation at the Guadalajara book fair, and subsequent discussion with the participating libraries and librarians</p>

<p>NORTH BAY (cont'd)</p>	<p>ethnic communities with both the reference and children's services committees.</p> <p>b. The System will include items of interest on ethnic minorities on the reference and children's Listserv's and the NBC Web page.</p> <p>c. NBCLS will continue to support and organize a purchasing project of Spanish language materials by sending at least one candidate to the Guadalajara Book Fair.</p> <p><u>CHILDREN</u></p> <p>a. NBCLS children's librarians will continue to explore shared program ideas for summer reading programs.</p> <p>b. NBCLS children's staffs will meet two to three times per year to share ideas on programming, collection development and children's and youth services management.</p> <p>c. The NBCLS Web page and children's listserv will be used to discuss resources and share ideas related to serving children.</p> <p>d. Workshops or round table discussions of interest to NBCLS children's staffs will be held as part of the Children's Services Committee meetings.</p> <p><u>DISABLED</u></p> <p>a. North Bay libraries will continue to develop their collections to aid the disabled and their caregivers.</p> <p><u>GEOGRAPHICALLY ISOLATED</u></p> <p>a. All questions received from geographically isolated areas of the North Bay service area will be answered at the NBCLS Reference Center and other outside sources such as Virtual Reference Centers, First Source at LAPL, or contracted sources such as art and poetry experts.</p> <p>b. Access to more resources will be provided as more library catalogs are added to the SuperSearch system.</p>	<p>was accomplished at the appropriate committee meetings.</p> <p>b. Objective met. Items of interest included the purchase project at the Guadalajara Book Fair. All the activity associated with the fair was discussed on the Listserv and via direct mail.</p> <p>c. Objective met. One person attended the Guadalajara Book Fair.</p> <p><u>CHILDREN</u></p> <p>a. Objective met. Information about shared summer reading programs was done at committee meetings.</p> <p>b. Objective met. This was done at committee meetings.</p> <p>c. Objective met. Items, as they came in, were posted on the NBC Children's listserv.</p> <p>d. Objective met. Two roundtable discussions and one workshop "When the Performer Doesn't Show: Emergency Story Time in a Box" were held in conjunction with the committee meetings.</p> <p><u>DISABLED</u></p> <p>a. Objective met. Collections were developed to aid the disabled and their caregiver.</p> <p><u>GEOGRAPHICALLY ISOLATED</u></p> <p>a. Objective met. Continued effort was made to give special service to the geographically isolated, including reference delivery and discounted purchases of online databases with technical support. Also, two Rural Initiative workshops were held in the NBC area: Adolescent Development: Oxymoron or Opportunity?; and Public Libraries and K-12 Schools: A Sensible Partnership for Student Success.</p> <p>b. Objective met.</p>
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NORTH STATE	<ul style="list-style-type: none"> a. Continue to provide member libraries with a list of resources and tips on serving individuals with disabilities, as available, throughout the year. b. Sponsor more training by May 2005 on serving individuals with disabilities. c. Publicize <i>Virtual Reference</i> to at least one targeted group of the disabled by June 2005. d. Enhance understanding of at least 30 library staff members of special needs of individuals with disabilities through articles in the regional newsletter and/or through use of training videos and other training media. e. Investigate and distribute information on adaptive technology to the 21 public and academic NSCLS members. 	<ul style="list-style-type: none"> a. Objective partially met. Information was distributed through the publication of two newsletter articles on services to people with disabilities. b. Objective not met. System will try to sponsor more training in 2005/06. c. Objective partially met. Articles were published by two libraries: Plumas and Butte counties. d. Objective partially met. Newsletter articles were published. Training videos were circulated to at least 10 sites. e. Objective partially met. Newsletters featured information on adaptive technology.
PENINSULA	<ul style="list-style-type: none"> a. "How To Reach The Lawmakers," our locally produced list of key government officials, will be updated to reflect current appointments, and a translation into Spanish will be updated. At least 1000 copies of the brochure will be made available through local library reference desks, and reproduced as needed. It is also posted on the PLS Web site. b. The list of non-English language materials will be updated by the Multicultural Committee a joint committee of the PLS and Silicon Valley Library System. This current list is posted on the PLS Web site. c. The PLS/SVLS Multicultural Committee will prepare a list of language vendors used by each library System and have it posted on both PLS and SVLS Web sites. d. The Multicultural Committee, in cooperation with the Reference Committee, will choose non-English language materials for selected System libraries. PLS sponsors the travel expenses of two committee members to attend the International Book Fair in Guadalajara. e. Through its participation in the statewide virtual reference service, PLS will be able to offer patrons the ability to pose their questions in Spanish, be connected to a Spanish-speaking librarian and then receive answers in Spanish. 	<ul style="list-style-type: none"> a. Objective met. "How to Reach the Lawmakers" is updated after each national, state, or local election. The publication is now exclusively on the Web to keep information current. b. Objective met. The list of non-English language materials was updated. c. Objective met. The list was compiled as part of the Community Language Project and was distributed to all libraries through that project. d. Objective met. Two PLS librarians attended the Book Fair in Guadalajara. e. Objective met. Libraries participating in the virtual reference service, AskNow.org, may receive and answer questions in Spanish.

SJVLS	<ul style="list-style-type: none"> a. Reference questions from patrons in geographically isolated areas will be answered according to the same performance objectives set for the System Interlibrary Reference component – that is, there will be no difference in time or quality of the answer because a patron is geographically isolated. b. Questions from non-English speaking and handicapped patrons will be answered 90% of the time in a language or format they require. c. Questions from members on the availability of community services in the System service area can be channeled through the San Joaquin Valley Information System (SJVIS). 	<ul style="list-style-type: none"> a. Objective met. All reference questions are answered according to the same performance objectives set for the System Interlibrary Reference regardless of geographic location. b. Objective met. Questions are answered in the appropriate format and accuracy is required. Spanish language sources are used when requested. c. Objective met. SJVIS makes members aware of the availability of community services in their local area when deemed appropriate.
SANTIAGO	<ul style="list-style-type: none"> a. The vendor for SLS reference services, MCLS, will provide materials in appropriate languages and reading levels as requested by SLS reference librarians. b. SLS Children's Services Committee will conduct one staff training workshop focusing on some aspect of services to children; a minimum of 20 staff will attend. c. The SLS Children's Services Committee will meet at least 6 times during 2004/05 to discuss services to children and share ideas. d. SLS will hold a half-day "Performers' Showcase" for children's librarians to review possible talent/programs for individual libraries' use. e. The SLS Children's Services Committee will, working with the other Systems in Southern California, develop a theme and slogan for the 2005 Children's Reading Program to provide consistent, System-wide encouragement of reading-related activities. The Children's Services Committee will utilize, wherever possible, the support of local vendors or other public/private partnerships in developing the program. 	<ul style="list-style-type: none"> a. Objective met. MCLS provided materials in appropriate languages and reading levels as requested by SLS, including Spanish, Korean and Chinese. b. Objective met. Objective was fulfilled by sponsorship of the "Performers' Showcase." c. Objective met. The SLS Children's Services Committee met 6 times during 2004/05. d. Objective met. The "Performers' Showcase" was held in January 2005. Over 100 staff attended. e. Objective met. Working with 4 other CLSA Systems, SLS sponsored a children's summer reading program, "Super Readers – Super Heroes" and a YA program, "Unleash Your Power - Read!" Support in the form of funds or services were received from MCLS, SSCLS, SLS and the Los Angeles Times Reading by 9. In addition, SLS libraries participated in a reading program fully sponsored by In-N-Out Burgers.

<p>SERRA</p>	<p>a. The underserved group identified for FY 2004/05 was the geographically isolated in rural areas, specifically in and near the Imperial Valley. Serra staff will offer training programs for the staffs of rural libraries, provide centralized interlibrary loan service, produce resource-sharing tools, and participate in local library organizations. Contacts will be initiated with the appropriate groups to explore possibilities for cooperation and the promotion of library and System services. The availability of electronic versions of Serra publications should speed communication with rural libraries.</p> <p>b. Serra will use local funds to provide centralized interlibrary loan service. Interlibrary loan fill rate of 90% and average turn around time of 7 days for Imperial Valley libraries.</p>	<p>a. Objective met. The Serra System Coordinator is a member of DVLMA (Desert Valley Library Media Association), and maintains an informal link to the activities of Imperial Valley libraries. One series of the 3-day Effective Reference Training workshop was held in August and September 2004. 18 students completed the course. System staff visited the DVLMA meeting in May, which was attended by 11 librarians to promote Serra; visited Imperial Valley Headquarters and Imperial Valley College to meet with Reference staffs and review Serra services and procedures; and provided a second visit to Imperial County in June 2005 to meet with the rest of the staff for marketing Serra services. A full day Disaster Planning and Response Workshop was presented in May 2004. All the Imperial Valley public libraries participated in the Summer Reading Program coordinated by Serra's Children's and Young Adult Services Committees to minimize cost and effort for the individual library and maximize quality and planning. A few staff members were able to attend the Summer Reading Program Activities Workshop in January 2005.</p> <p>b. Objective met. Interlibrary loan fill rate for Imperial Valley members using Serra's centralized ILL service was 90% with an average 7-day turn around.</p>
<p>SILICON VALLEY</p>	<p>a. Update and promote the use of the "Welcome to the Library" brochure, which introduces library services to those who primary language is not English.</p> <p>b. The "Language Resource List" will continue to be updated biannually and incorporated into the staff directory, which lists staff in all SVLS libraries.</p> <p>c. Staff members will participate in a library booth promoting library service at an ethnic festival in Santa Clara County.</p> <p>d. SVLS sponsors the travel expenses of two Multicultural Committee members to attend the International Book Fair in Guadalajara, where they are able to select material for local collections that would not be available through other means.</p> <p>e. SVLS, through its participation in the statewide virtual reference service, will be able to offer patrons the ability to pose their questions in Spanish, be connected to a Spanish-speaking librarian and then receive the answers in Spanish.</p>	<p>a. Objective met. The non-English language brochures, which describe basic library services, were updated and master copies were distributed to all System libraries. They are now available in Chinese, Japanese, Korean, Persian/Farsi, Spanish, Tagalog and Vietnamese.</p> <p>b. Objective met. The language resource section of the staff directory was updated as planned.</p> <p>c. Objective partially met. Owing to constraints of decreasing budgets, fewer libraries could send staff out to community events. Some staff were still able to fulfill this objective by attending local events as available.</p> <p>d. Objective met. Two members of the SVLS Multicultural Committee were sent to the International Book Fair in Guadalajara to select materials for local collections.</p> <p>e. Objective met. The questions asked in Spanish were answered in Spanish.</p>

SILICON VALLEY (cont'd)	f. Participate in the regional Library Accessibility Committee and share ideas and information that will aid in enhancing library services to patrons with disabilities.	f. Objective partially met. The Library Accessibility Committee found it increasingly difficult to meet as more libraries came under economic pressure and was unable to release staff for meetings. They met virtually and were able to share information about only a few new technologies.
SOUTH STATE	One or more workshops or training sessions, with appropriate accompanying materials (e.g. guides, articles, bookmarks, etc.) will be held on youth services.	Objective met. The System co-sponsored The Children's Literature Council of Southern California workshop in April 2005, titled "Connecting Boys with Books."

System Interlibrary Reference Program Objectives
System Program Annual Report – FY 2004/05
(California Administrative Code Section 20157)

- A. Answers shall be provided for 90% of all questions referred from member libraries.
B. 70% of answers shall be returned to the originating member library within 10 working days of the question having been transmitted by that library into the system's reference referral structure.

System	# of Reference Questions	A - % Answered	B - % Answered Within 10 days	A - # of Questions Answered	B - # of Answers Returned Within 10 Working Days
BALIS	341	100%	81%	341	276
BLACK GOLD	188	100%	100%	188	188
49-99	332	100%	87%	332	289
INLAND	1616	99.8%	82.8%	1613	1335
MCLS	2330	95%	98%	2213	2169
MOBAC	59	100%	85%	59	50
MVLS	301	97%	82%	292	239
NORTH BAY	1014	100%	97.8%	1014	992
NORTH STATE	405	100%	94.6%	405	383
PENINSULA	242	100%	92%	242	223
SJVLS	286	94%	79%	269	212
SANTIAGO	95	87%	97%	83	80
SERRA	793	98.4%	98.1%	780	765
SILICON VALLEY	1137	100%	86%	1137	978
SOUTH STATE	103	97%	98%	100	98
TOTALS	9,242	98% average (a)	91% average (b)	9,068	8,277

- (a) All systems were able to provide answers for 90% or more of all questions referred from member libraries. The average percentage of answers provided 98% or 9,068 questions answered in total.
(b) All systems were able to achieve 70% of the answers returned to the originating member library within 10 working days. The average percentage was 91% or 8,277 questions returned to the originating member library within 10 working days.

**LOCAL MEMBER CONTRIBUTIONS TO CLSA SYSTEM PROGRAMS
FY 2004/05**

System	CLSA System Reference			CLSA System Communications and Delivery		
	Percent of CLSA Expenditures for Reference	Percent of Local Funds for Reference	Total Expenditures for Reference	Percent of CLSA Expenditure for Comm. & Delivery	Percent of Local Funds for Comm. & Delivery	Total Expenditures for Comm. & Delivery
BALIS	84%	16%	\$ 107,712	84%	16%	\$ 52,829
BLACK GOLD	96%	4%	56,437	65%	35%	80,187
49-99	53%	47%	110,936	42%	58%	108,382
INLAND	100%	0%	131,863	78%	22%	128,887
MCLS	64%	36%	353,415	59%	41%	159,091
MOBAC	87%	13%	63,941	75%	25%	63,500
MVLS	48%	52%	200,654	62%	38%	129,349
NORTH BAY	74%	26%	137,023	29%	71%	236,124
NORTH STATE	75%	25%	95,964	81%	19%	127,166
PENINSULA	15%	85%	352,356	12%	88%	310,185
SJVLS	59%	41%	132,356	13%	87%	473,676
SANTIAGO	119%	0%	75,087	85%	15%	47,493
SERRA	79%	21%	134,170	94%	6%	68,225
SILICON VALLEY	46%	54%	137,560	78%	22%	46,444
SOUTH STATE	100%	0%	83,322	100%	0%	37,494
TOTAL PERCENT	62%	38%	100%	44%	56%	100%
TOTAL EXPEND.	\$ 1,345,200	\$ 827,611	\$ 2,172,811	\$ 912,000	\$ 1,157,032	\$ 2,069,032

2004/05 expenditures:

	CLSA	Local	LSTA	Total
Administration	570,000 (16%)	3,020,841 ¹ (83%)	33,148 (0.9%)	3,623,989
Reference	1,345,200 (61%)	827,611 ² (38%)	29,740 (1%)	2,202,551
Comm. & Delivery	912,000 (44%)	1,157,032 ³ (56%)		2,069,032
Advisory Boards (SAB)	21,675 (91%)	2,132 ⁴ (9%)		23,807
Total	2,848,875 (36%)	5,007,616 (63%)	62,888 (1%)	7,919,379

¹ all systems contributed local funds to support system administration

² all but three systems (Inland, Santiago, and South State) used local funds to support Reference

³ all but one system (South State) contributed local funds to support C&D

⁴ Three systems used local funds to support the SAB program

Summary of System Reference Expenditures for FY 2004/05
System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	\$ 90,033	\$ 17,679	\$ 107,712
BLACK GOLD	54,462	2,005	56,467
49-99	59,162	51,774	110,936
INLAND	131,863	0	131,863
MCLS	226,017	127,398	353,415
MOBAC	55,659	8,282	63,941
MVLS	97,127	103,527	200,654
NORTH BAY	101,998	35,025	137,023
NORTH STATE	71,567	24,397	95,964
PENINSULA	51,865	300,491	352,356
SJVLS	78,120	54,221	132,341
SANTIAGO	75,087	0	75,087
SERRA	106,328	27,842	134,170
SILICON VALLEY	62,590	74,970	137,560
SOUTH STATE	83,322	0	83,322
TOTAL	\$1,345,200	\$ 827,611	\$2,172,811

LSTA funds spent on System Administration: North Bay \$29,740

Summary of System Administration Expenditures for FY 2004/05
System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	\$ 33,654	\$ 146,266	\$ 179,920
BLACK GOLD	27,031	378,983	406,014
49-99	26,391	128,230	154,621
INLAND	58,347	48,929	107,276
MCLS	80,498	750,230	830,728
MOBAC	25,910	60,958	86,868
MVLS	44,803	80,537	125,340
NORTH BAY	43,027	161,835	204,862
NORTH STATE	44,990	16,318	61,308
PENINSULA	22,321	976,922	999,243
SJVLS	35,305	32,519	67,824
SANTIAGO	28,889	19,378	48,267
SERRA	43,184	45,260	88,444
SILICON VALLEY	24,896	142,153	167,049
SOUTH STATE	30,754	32,323	63,077
TOTAL	\$ 570,000	\$3,020,841	\$3,590,841

LSTA funds spent on System Administration: North Bay \$33,148

DEVELOPING A NEW REFERENCE MODEL: SCOPE OF WORK

Project Description

The State Library will initiate a project to improve the effectiveness and efficiency of information access for Californians. This project will focus on specific components that make up the current structure for question answering. The specific components are:

- The “reference referral” structure and protocol that enables a question that cannot be handled at the local public library to be referred to a reference center that has the resources to answer the question. Presently, questions are referred from a local public library system to its regional CLSA reference center.
- Virtual reference, 24 hours a day, 7 days a week (24/7). AskNow is currently California’s 24/7 service. This is available directly to the public as a link on the web pages of CA public libraries.
- Selected specialized databases for the question answering for complicated or detailed question answering. The regional CLSA reference centers and AskNow librarians use the Los Angeles Public Library’s *First Source* databases. There may be other specialized databases that should be factored into the question answering equation.

The way information consumers are communicating and accessing information is changing and the reference model must change with it. However, it is important to plant a new stake for statewide reference, knowing that the model we are about to design won’t be the last.

Background

The current “model” of reference is based on a two-tiered structure of local public library and second level CLSA reference centers. Questions are referred from the local level to second level, as needed.

In recent years, the virtual reference service, AskNow, has been added to the question-answering equation. The State Library has supported the development of a virtual model in California with LSTA funds. AskNow is the statewide question-answering network of librarians who answer online questions directly from the public. It is available 24 hours a day, seven days a week. It is coordinated by MCLS. AskNow uses the OCLC software Question Point. The State Library grants LSTA funds to MCLS to subscribe to Question Point on behalf of California public libraries.

Some CLSA system reference centers variously subscribe to online databases for their reference center staff and member libraries. First Source is a subset of commercial

databases and specialized local digital files of the Los Angeles Public Library. The LAPL makes First Source available to the CLSA system reference centers. The State Library allocates LSTA funds of \$300,000 to \$400,000 for First Source.

Nelson/Mayo Report

After conducting focus groups on local and second level reference services in California (July 2005), consultants Sandra Nelson and Diane Mayo recommended the merger of all of the existing second level question answering functions into one or two locations as soon as possible. They based their recommendations on five trends that emerged from the nearly two hundred librarians in attendance:

- the changes in how the public accesses information as the result of the dynamic technology
- libraries are generally behind the public in applying popular technology
- second level reference service model isn't relevant to many of today's information consumers who want immediate and direct access to information
- in many public libraries the demand for reference service is decreasing
- library staff feel the need for training to be able to effectively use electronic information sources

A New Model

State Library leaders believe that reference service as originally conceived by CLSA is no longer relevant and that the library community wants a new model. They "believe there is a consensus that second level reference should be delivered virtually, possibly from one single service point or at least from one unified service structure" (S. Hildreth, May 2006 Public Library Directors meeting paper).

They want to build on the best elements of the current structure for question handling and improve upon it. They would like that model to include a statewide virtual reference component that can be directly accessed by the public. They want the public to have a convenient point of access to information, 24 hours a day, 7 days a week (24/7), and reliable and timely information from that source. They want local public libraries to have recourse to expert question-handling when needed. They believe that there needs to be a "top level", a point of last resort for public libraries for question-answering.

Specifications

- Efficient and cost effective
- It should be a statewide reference model: keep it open as to how it is delivered
- For California residents
- As flexible as possible, to lend itself to the dynamic technology and public response to it
- Something the public sees as an extension of their local public library: (i.e., must have a library card to use it)

- Suited to the information consumer of today and tomorrow
- Available through a variety of mediums (e.g. instant messaging, white board, telephone)
- Strong delivery component
- Sustainable system of information delivery
- Access and referral protocols that will work in today's world

Funding a New Reference Model

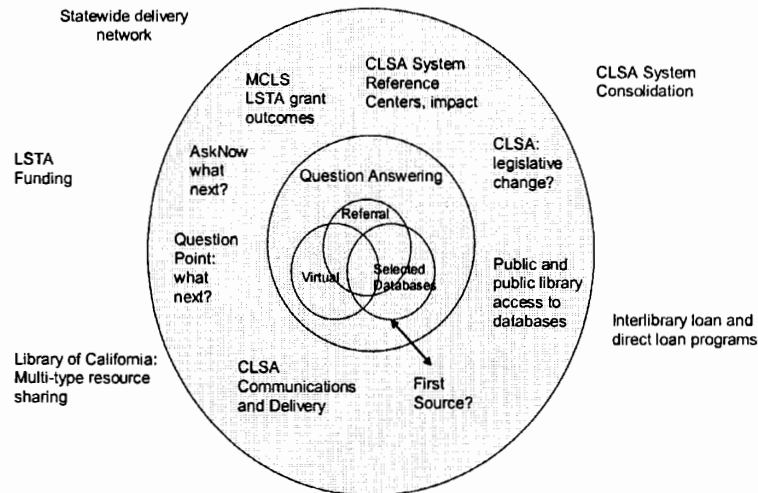
The CLSA systems currently receive \$1.287 million in state funding for reference services. We do not know precisely how much of this funding is allocated specifically to the question-answering function. The CLSA statewide reference component, though currently unfunded, may eventually be the vehicle for funding some or the entire new reference model. Whether or not CLSA funds for the reference component can be used to fund the new model is under review. LSTA funds may be the source of funding for development, start-up, and demonstration of the new model elements. The scope of work for this project will include answering these questions:

- What might be the cost of a new model of question answering?
- What are CLSA systems spending on question-handling?
- What are CLSA reference allocations paying for besides question-answering?
- Can any CLSA funds be used to fund the new question-answering model in whole or in part?
- What impact would this have on CLSA systems?
- How can this be sequenced appropriately with the consolidation of systems and redefining of resource sharing?
- Will LSTA funds be needed to fund a new question-answering model?
- Could LSTA funds be used to transition CLSA system evolution and CLSA funds for a statewide question-answering program?
- When, over what period of time, and how much LSTA funding would be needed for the development of the model?
- When, over what period of time, and how much LSTA funding would be needed for transitioning CLSA systems' evolution?
- CLSA Legislation
 - Will remodeling reference require changes in legislation?
 - What are the risks?
 - What are the possibilities?

Related Issues

Several related issues must be taken into account as the "new reference model" is designed. Except as noted, they are not within the scope of work for this project; however, they are part of the context. This project may provide information or influence the direction of work related to these issues. The following schematic illustrates the relationship between these issues and the project to develop a new reference model.

“Reference” in Context of Resource Sharing Discussion



Resource Sharing Discussion

The State Librarian has called for a discussion of public library resource sharing and cooperative services in California. Resource sharing refers to those systems and services in the state that enable Californians to have access to the information resources beyond their public libraries. The call to revisit California’s public library resource sharing structures and systems comes from recognizing that technology and the way people are accessing information is changing. We must be responsive to those changes. We want the public library to keep pace with the information needs of today’s information consumers.

The discussion began with focus groups on the CLSA cooperative systems (December 2005) and 1st and 2nd level public library reference service (2004, 2005). The system consolidation process is being jointly examined by four Bay Area systems, with the assistance of Maureen Sullivan. The design of a new reference model is about to begin.

These are important steps in the process of rethinking public library resource sharing. Invariably, this discussion will include other programs like interlibrary loan, direct loan, and delivery. While the focus of this project is not on these programs, they are part of the multi-faceted nature of resource sharing. Any treatment of reference necessarily touches on resource sharing.

Several studies and reports related to reference and resource sharing have occurred in recent years. They include:

- The Himmel & Wilson report, *Supporting Interlibrary Loan and Direct Loan Services in California's Multitype Library Environment*, January 2000
- Florence Mason ILL (and direct loan) Study 2003
 - Phase 1: Cost Funding Manual completed
 - Phases 2-4 (implementation phase through compensation) not funded
- MOBAC Report: Future of Reference Focus Group, Steve Coffman, July 19, 2004
- BALIS Report: The Role of Reference and Second-level Reference in Selected CLSA Systems in California: Preliminary Report, Gail McPartland, Nov. 2004
- Nelson/Mayo Reference forums and report, July 18-August 3, 2005
- CLSA System focus groups and report, Maureen Sullivan, 2005

Impact on CLSA Systems

If the question-answering function of the CLSA systems is transferred to one or two statewide reference centers, the role of the CLSA systems will change. Maureen Sullivan facilitated focus groups on CLSA systems in 2005. The focus groups showed that some CLSA systems were interested in learning more about consolidation. At present, there are 8 administrations for 15 CLSA systems: 3 systems administer 7 through contractual agreements while five systems handle their own administration.

Subsequently, the State Library funded an LSTA grant to the Peninsula Library System for a system consolidation project in four San Francisco Bay area systems: BALIS, PLS, SVLS, and MOBAC. This LSTA-funded project will “test consolidation of systems and develop a process for moving toward a merger.” Consultant Maureen Sullivan is assisting the grantee. A condition of the LSTA award is that other cooperative systems will be invited to participate. The initial meeting of the participants occurred on August 15, 2006.

AskNow

The key question for the “new reference model” project is whether or not AskNow will be the State’s choice for virtual reference. The State Library has invested money in the development of AskNow. However, the Nelson/Mayo report notes dissatisfaction with AskNow on the part of librarians at the focus groups.

Meanwhile, the State Library has awarded a FY2006-07 grant to the MCLS for the AskNow virtual reference service. The grant is the last in a 3-year State Library commitment to transition from locally developed software to the OCLC Question Point service. The grant amount is \$200,000. The project’s in-kind budget is \$1.092 million.

The FY 2006-07 LSTA-funded grant stipulates that the project principals will:

- provide reliable, mediated online 24/7 reference service (AskNow) including document delivery

- for 2006/07 only, OCLC will provide many of the tasks previously done by MCLS coordinator, at no additional cost; work with MCLS in marketing and training
- accomplish these objectives:
 - continue 24/7 reference services for California residents
 - develop a pricing model for a sustainable future AskNow services
 - develop a procedure for transitioning to the new service model, including establishing an AskNow Advisory Board

In return, OCLC provides discounted access to the service for all California 24/7 public libraries. The grant pays for the subscription to OCLC's QuestionPoint virtual reference software. As of now, this is the State Library's only remaining commitment to AskNow.

The "new reference model" project will assess the AskNow model as well as other models for virtual reference. In the meantime, however, the State Librarian must address the question of what if anything should be done regarding funding of AskNow after June 2007.

Library of California

Multi-type library resource sharing under the Library of California legislation has never materialized. The Library of California Board replaced the CLSA Board and has a policy role regarding CLSA funding. Even without funding, some libraries have formed informal alliances that continue today. State Library staff has little hope that the state legislature will fund the Library of California. However, as the "new reference model" is developed, there may be expectation that the model should be multitype and the question may surface: are we ever going to try to get funding for multitype resource sharing?

Databases

The Nelson/Mayo report recommended that the State Library plan to provide subsidized access to fee-based databases for libraries and the public on a statewide basis. Such planning is outside the scope of developing the "new reference model." However, it is in the scope of this project to assess the effectiveness and potential of *First Source* as a component of the new reference model as well alternatives.

The State Library subsidizes *First Source* with LSTA funds (\$300,000-\$400,000). First Source includes local and selected commercial databases of the LAPL. There are 2 sets of First Source Databases:

- the site that the Reference Centers have access to:
<http://www.1stsource.org/>
- the site that AskNow librarians have access to:
<http://infotrac.galegroup.com/itweb/la247ref?id=socal247ref>

The fee-based services need authentication with a LAPL library card which CLSA reference centers and AskNow librarians have. According to a LAPL reference

spokesperson, some of the best databases are accessed through the LAPL webpage rather than *First Source*.

The State Library has also played a role in funding the Librarian's Internet Index (LII), including in FY 06/07. LII is a national resource and it is available to the public but is essentially a librarian's tool. It is in the scope of the "new reference model" to monitor the development of LII and to consider whether or not it is a possible component of top-level question answering.

Work Plan

The work plan assumes that the client team and State Library resource group will provide assistance throughout the project. The work plan and timeline is summarized in the table below.

Notice to the Library Community

Following the September 14th meeting with the Library of California Board and concurrent notice to the library community, the State Librarian will formally launch this project with a written announcement. The announcement would include the project scope, timeline, and the role of stakeholders.

Project Consultant's Approach

The project consultant will take a direct and pragmatic approach to developing the new reference model. As an agent for the State Library, her goal will be to efficiently design an optimum model for statewide reference. The project will have four phases: start-up/preparation, fact-finding, design, and ramp up to implementation. The work plan and timeline is outlined below.

Prepare, Start-up

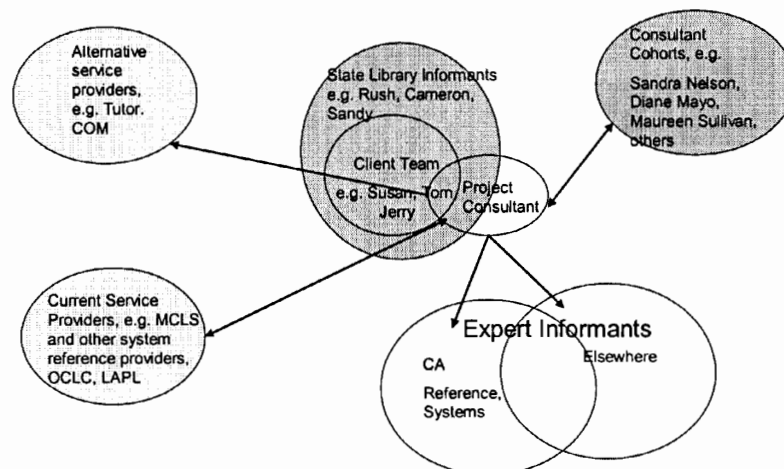
The project will begin with a client team work session in early October, following the September 14th Library of California Board meeting. At this session, the project consultant and client team will refine the scope of work, as needed, develop one or more "new model scenarios" as a point of departure, and finalize the groups with whom the project consultant will work over the following several months.

Fact-finding and Design

The project consultant will do the fact-finding and design phases in consultation with four main resource groups: a) the client team and State Library informants, b) consultant cohorts, c) expert informants, and d) current and alternative service providers. The following narrative describes each group's purpose and makeup. The schematic below illustrates the group relationships.

- The client team will consist of Susan Hildreth, Tom Andersen, and Gerry Maginnity. State Library staff, including Rushton Brandis, Cameron Robertson, and Sandy Habbestad will be in-house key informants, along with others the client team suggests.
- The consultant cohorts will include experts known by the project consultant to have relevant expertise, exposure to reference best practices, and as needed, knowledge of California reference structure, CLSA systems, and library and information technology. Individually, they will be paid, at-will resources for the project consultant. Individually or collectively, they may be a think-tank for designing and critiquing scenarios.
- Expert informants will be individuals knowledgeable about reference structure, virtual reference, and databases in California. Individuals from other states with expertise in these elements will also be consulted. The project consultant will begin an initial list with the client team; the list will expand as the project unfolds.
- The service providers will include representatives of both current and alternative providers. For example, the project consultant will confer with MCLS and selected other CLSA system reference centers, OCLC, and LAPL representatives in the fact-finding and design phases. Likewise, the consultant will seek out and confer with alternative service providers.

Reference Model: Fact-finding and Design Resource Groups



Throughout the fact-finding and design phases, the project consultant will regularly brief the client team by telephone and email. As needed, the project consultant will request and facilitate additional work sessions in Sacramento. The project consultant will confer with individuals in the resource groups in order to review and hone the developing

model. The optimum model with costs will be presented to the client team by the end of March 2007. In a work session to review and discuss the model, the project consultant will also facilitate an implementation schedule with the client team.

Ramp Up to Implementation

In the final phase of work, the project consultant will help the client team think through and prepare for implementation. The consultant's assistance will take the form of conferring with the client team and State Library service providers, clarifying service specifications and content for contractual agreements, and helping craft a communication plan for the library community.

Work Plan and Timeline		
Timeline	Phase	Activity
Oct-06	Prepare	work session with Client Team
		Client lead team: Susan, Tom, Gerry
		Refine parameters
		Make Expert Informants List
		Make Current and Alternative Providers lists
		End user communication plan
		Set up Consultant Cohort Contacts
		Initial scenario development
		CLA presentation game plan
Nov-Feb	Fact-finding	Best practices research
		Current Service Provider Interviews, e.g.
		Understand AskNow shortcomings
		AskNow and OCLC Question Point status
		MCLS AskNow LSTA grant outcomes
		CLSA System Reference Services and Costs
		Alternative Service Provider Interviews, e.g.
		Alternatives to AskNow for virtual reference
		LAPL interest in providing last resort reference
		Confer with design groups
Feb-March	Design	Consultant Cohort, Expert Informants,
		Current and Alternative Service Providers
		Develop optimum model scenario and cost draft
		Review with stakeholders:
		identify design gaps, consequences
		Check back w/selected resource people/
		troubleshoot design problems
		Refine design
		Work session to develop implementation timeline
March-June	Ramp-up to Implementation	Assist CSL staff with service specifications
		Facilitate Contractual agreements

RUTH METZ ASSOCIATES

Contact Information

Ruth Metz Associates
1101 SW 5th Avenue, Suite 1100
Portland, OR 97204
503-621-1396 (office)
503-422-8024 (mobile)
ruthmetz@spiretech.com

Consultant Specialties

The purpose of my work is to help communities and their leaders as they plan, manage, and develop their libraries. I specialize in library strategic planning, organizational development, and library development. I work with library leaders, boards, and policy makers at the local, regional, and state levels to advance libraries. I work independently or as needed with proven associates to bring the right mix of talents to complex projects.

Professional Experience

Interim Director of Libraries	Multnomah County, OR	2002-2003
Deputy Director of Libraries	Multnomah County	1997-2002
Administrative Librarian	Oakland Public Library	1992-1996
Coordinator, BALIS	Oakland, CA	1984-1992
Director, Library Development	Colorado State Library	1983-1984
Director, Learning Resources	St. Clair County CC, MI	1976-1982
Coordinator, Public Services	St. Clair County CC, MI	1972-1976

Professional Credentials

BA, University of Michigan; MLS, University of Michigan

Author: *Coaching in the Library: A Management Strategy for Achieving Excellence*, Chicago-London, ALA, 2002

Member: American Library Association
Public Library Association
Oregon Library Association
California Library Association

Strengths Related to the Reference Modeling Project

- Knowledge of and experience in CA
 - BALIS director, 8 years (1983-1992)
 - Oakland Public Library (1992-1996)
 - Consulting
 - InfoPeople
- Consortial and Library Development Experience in Four States
 - Michigan, Founding or charter board member (Michigan Library Consortium, Southeastern Michigan League of Libraries, Thumb Area Medical Information Consortium)
 - Colorado: Coordinator for Statewide Regional Multitype Systems, Library Development Chief
 - California: Bay Area Library and Information System
- Service Modeling (as a practitioner and consultant, involving needs assessment, scenario design, collaboration, costing). Recent related work includes:
 - City of Milpitas, CA, Library Governance Study, with Jeanne Goodrich, 2006.
 - Various library formation, funding, and feasibility studies in Oregon:
 - Jackson County, 2005-2006
 - Josephine County, 2005-2006
 - Wasco County, 2005
 - Malheur County, 2004
 - Clatsop and Columbia Counties, 2004
 - Jefferson County/Wheeler County, 2004
 - East Marion County, 2004
 - Idaho State Library, Needs Assessment for the Print-Impaired, 2005
 - Woodland Public Library, Woodland, CA., Community Needs Assessment, Strategic Plan Update, and Implementation Strategy, 2002 (With Dallas Shaffer, Kathy Page)
 - Yolo County Library, CA, County-wide Library Services and Facilities Master Plan 2000-2001 (With Dallas Shaffer, Kathy Page) Yolo County Library, CA., Central Support Services Study, 2002 (with Dallas Shaffer)

AGENDA ITEM: CLSA Interlibrary Loan, Universal Borrowing, Equal Access Programs

ISSUES TO COME BEFORE THE BOARD AT THIS MEETING:

1. Consider 2006/07 ILL and Direct Loan Program reimbursement rates.
2. Consider prorating the CLSA loan reimbursement program for 2006/07.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board adopt, subject to the concurrence of the State Department of Finance, reimbursement rates for the 2006/07 fiscal year as follows: for CLSA interlibrary loans, a reimbursement rate of \$5.22 per eligible transaction; for CLSA direct loans, a reimbursement rate of \$.95 per eligible transaction; and that the Chief Executive Officer inform all participants of the 2006/07 reimbursement rates as soon as Department of Finance concurrence is obtained.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board direct its Chief Executive Officer to withhold 35% from all CLSA ILL and Direct Loan Program reimbursement payments throughout the 2006/07 fiscal year and that, after determining the full State cost of the ILL and Direct Loan programs for 2006/07, direct the CEO to pay the full amount remaining due to each participating library if sufficient funds remain in the 2006/07 TBR Program appropriation, or to prorate the final payment equitably if insufficient funds remain in the program appropriation.

ISSUE 1: Consider 2006/07 ILL and Direct Loan Program reimbursement rates.

BACKGROUND:

During the 1983/84 fiscal year, a major effort was undertaken to determine the actual handling costs incurred by participants in the provision of California Library Services Act (CLSA) loan services. This effort led to the adoption of reimbursement rates for the 1984/85 Interlibrary and Direct Loan Programs based on three elements:

- 1) The weighted average per item handling cost of a loan, based on annual survey results of a representative sample of participant libraries.
- 2) Reporting costs of a loan, estimated at 2% of the average per item handling cost.
- 3) Materials deterioration cost based on industry standard data.

In October of 1984 the State Board adopted a process for annually updating the data on which the reimbursement rates were based and for determining the rates in successive years. This process included the following procedures:

- 1) Obtaining updated salary and benefit data from all previously surveyed libraries and recalculation of those libraries' per item handling cost.
- 2) Surveying an additional two libraries for interlibrary loan and an additional two libraries for direct loan to provide fresh information upon which to base reimbursement calculations.
- 3) Dropping from the handling costs' database any libraries which had significantly altered their internal direct or interlibrary loan procedures, thus rendering their data invalid for purposes of the rate survey.
- 4) Updating industry standard data on materials deterioration costs.

These procedures have been completed for the 2006/07 fiscal year with the following results:

- 1) A summary of the 2005/06 updated data appears in Exhibit A. A complete description of the methodology employed is available upon request.

After all adjustments and weighted factors were calculated, the handling cost per item for interlibrary loan transactions was \$4.72. This is the recommended base rate for interlibrary loan.

For the Direct Loan Program, the study produced a base rate of \$0.53.

- 2) For both the ILL and Direct Loan rates, reporting costs are estimated at 2% of the base rate.
- 3) Calculation of physical deterioration of materials:

The data collection, analysis and publication schedule of Book Industry Trends, essential data used in the calculation of the cost of the physical deterioration of loaned materials, was not available in time to include prior calendar year data in the annual determination of the CLSA ILL and Direct Loan Programs reimbursement rates. Thus, the calculation shown below represents base data collected during the 2004 calendar year. Data for 2005 will be included in the determination of reimbursement rates for the 2007/08 fiscal year.

Estimated price of the average library purchase = \$31.64

(Source: Book Industry Trends 2005, prepared by the Book Industry Study Group Inc., by the Center for Communications and Media Management at Fordham University's Graduate School of Business Administration).

Estimated additional cost of high-quality (library-grade) binding @ 30% = \$9.49

(Source: The Library Binding Institute)

Average number of circulations (with high-quality binding) before major repair or replacement = 100 (Source: University of California, Berkeley, Preservation Unit)

$$\$31.64 + \$9.49 = \$41.13$$

$$\$41.13 \div 100 = \$.41$$

<u>Recommended 2006/07 CLSA Reimbursement Rates</u>				
Service	Base Rate	Reporting Costs @ 2%	Physical Deterioration	Recommended Rate
ILL	\$4.72	\$.09	\$.41	\$5.22
Direct Loan	\$.53	\$.01	\$.41	\$.95

Concurrence of the State Department of Finance

Education Code Section 18724(f) establishes in law that Interlibrary Loan and Direct Loan reimbursement rates, as determined by the State Board, are subject to the approval of the State Department of Finance. Exhibit B displays Board adopted and Department of Finance approved reimbursement rates over the last eleven years.

Recommendation: Staff is recommending that the reimbursement rates as determined by the annual cost studies be adopted by the Board.

ISSUE 2: Consider prorating the CLSA loan reimbursement program for 2006/07.

BACKGROUND:

By agreement with the Department of Finance, the annual State appropriation for the CLSA Interlibrary Loan and Direct Loan Programs is determined by the Enrollment/Caseload/Population (ECP) process. This method was selected because the costs of the loan programs are driven by factors that are, essentially, beyond the control of local and State government. More specifically the costs are determined by the actual handling costs realized in libraries providing the service and the actual number of times the service is utilized by Californians. While the handling costs are, to a

certain extent, controllable by individual participating libraries, the statewide average cannot be easily controlled or predicted. The second factor, usage, can only be controlled by clearly inequitable means; that is, by denying services to individuals after a calculated maximum number of transactions has occurred.

For these reasons, the ILL and Direct Loan program appropriation in any single fiscal year is based on estimates of the increase or decrease in handling cost, and projections of the levels of use, as well as the availability of funds. The program has been extremely successful and popular, but its history has been marked by years of shortfalls in the annual appropriation. For the last three years, the State Budget Act has not included the language requiring the Board to prorate reimbursement payments in the event of an insufficient appropriation. Current projections indicate that a shortfall will occur in the 2006/07 ILL and Direct Loan program budget. Therefore, the pro rating language included in the 2002/03 Budget Bill is being proposed as the more recent act of the Legislature which supersedes the requirement in the CLSA law that the State Board reimburse at the full rate adopted by the Board and as approved by the Department of Finance. However, it does not set aside the provision of Education Code Section 18703(f) to reimburse participating libraries equitably.

The 2002/03 pro rating requirement states:

“Should the funds appropriated in Schedule (3) be insufficient to fully cover all transactions under the Direct Loan and Interlibrary Loan programs of the California Library Services Act, funding shall be pro rated such that expenditures for the program are within the appropriation made in Schedule (3) of this item.”

In October 2005, the Board adopted the method for implementing the prorating requirement by withholding a percentage of each valid claim throughout the course of the fiscal year, paying the remainder due, or a pro rated portion of the remainder due, after the close of the fiscal year.

The actual experience of the 2005/06 fiscal year is summarized below:

Fiscal Year Full Reimbursement Cost at LoC Board and Department of Finance approved rates (ILL--\$4.95; DL--\$0.89)	
ILL	\$11,029,832.55
Direct Loan	<u>\$ 9,480,542.55</u>
Total	\$20,510,375.10
ILL & Direct Loan Program Appropriation	\$11,616,000.00

Final payments to reimburse all participants at 56.6% were processed in August 2006. A history of the TBR program shortfall appears for your information as Exhibit C.

The LoC Board will be considering loan reimbursement rates for 2006/07 at this September meeting, as required by law. If projected transaction levels occur and the reimbursement rates proposed through the 2005/06 cost study are adopted by the Board and approved by Finance, the state cost of the CLSA loan program for fiscal year 2006/07 is estimated to be as follows:

Eligible Public and Non-Public Interlibrary Loans	2,623,792 @ \$5.22 = \$13,696,194
Net Imbalance Direct Loans	11,210,700 @ \$.95 = \$10,650,165
Estimated Total Program Cost	= \$24,346,359

The Governor's May Revise provided a \$7 million augmentation to the TBR budget. The additional funding was appropriated in the 2006/07 Budget Act bringing the TBR budget to \$18,616,000. If projected transaction levels are actually realized, the 2006/07 CLSA ILL and Direct Loan program appropriation would fall short of being sufficient to pay the full reimbursable cost of the program by approximately 76.4%.

Recommendation: Staff is recommending that 35% be withheld from each payment during the course of the 2006/07 fiscal year. Due to unknown increases and decreases in transaction levels in any given year, and not knowing the final resource sharing costs for 2006/07, staff has included a larger margin for transaction growth into the proposed percentage being withheld.

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: Since July 1, 1978, CLSA has supported three programs (there are other CLSA resource-sharing programs as well) specifically designed to encourage the sharing of publicly funded library materials throughout the state of California. The Interlibrary Loan and Direct Loan programs provide partial reimbursements of the increased costs realized when local public and specified non-public libraries extend loan services beyond their normal clientele. This program has greatly increased the individual public library user's access to library resources.

CLSA reimbursed loan services continue throughout the state with 177 public libraries and 98 non-public libraries. A list of CLSA public and non-public library participants appears as Exhibit D and E, consecutively. Reimbursement rates for the 2005/06 fiscal year as adopted by the Library of California Board and approved by the State Department of Finance were:

\$4.95 per eligible Interlibrary Loan
\$.89 per net imbalance Direct Loan

Final transaction counts for the 2005/06 fiscal year and projected totals for 2006/07 are displayed below. A history of the program activity is included as Exhibit F.

	<u>2005/06 LOAN ACTIVITY</u>				2005/06 Total Actual	2006/07 Projected Total
	1 st Quarter Actual	2 nd Quarter Actual	3 rd Quarter Actual	4 th Quarter Actual		
ILL Reimbursable Transactions	538,360	520,157	571,458	598,274	2,228,249	2,623,792
Direct Loans: Total	7,689,182	6,985,557	7,547,508	7,929,376	30,151,623	30,372,400
Direct Loans: Net Imbalance	2,702,061	2,452,649	2,658,115	2,839,470	10,652,295	11,210,700

RELATED ISSUES TO COME BEFORE THE BOARD IN THE FUTURE:

Updates on actual and revised projections of Interlibrary and Direct Loan program levels and costs.

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad



CALIFORNIA
STATE LIBRARY
FOUNDED 1850

April 14, 2006

Dan Troy
Department of Finance
915 L Street, 7th Floor
Sacramento, CA 95814 A-15

Dear Dan:

Enclosed you will find the cost study report for the Transaction Based Reimbursement Program for use with the May Revise. The report was prepared by CSL staff Sharon Croley (Budgets, 445-9846) and Sandy Habbestad (CLSA, 653-7532). If there are any technical questions regarding the report please feel free to contact staff directly for clarification.

As you review the data, please take into account the fluid nature of the program. The Direct Loan and Interlibrary Loan transactions are driven by public usage of this state's libraries, which vary in size from a four-person shop in the City of Imperial, to the Los Angeles County Library with 1,604 staff. The data is the best available but the program has been known to have substantial increases for reasons we cannot always anticipate or identify.

If you have questions or need additional information, please contact me at (916) 654-0188.

Sincerely,

Cameron D. Robertson
Deputy State Librarian

Enclosure

File: Budgets\TBR\Cost Studies\DOFLTR2006



To: Dan Troy
Department of Finance
915 L Street
Sacramento, CA 95814 A-15

Date: April 14, 2006

From: State Library - Sandy Habbestad, CLSA Administrative Assistant, (653-7532)
- Sharon Croley, Fiscal Analyst, (445-9846)

Subject: Transaction Based Reimbursements (TBR) Program of the California Library Services Act (CLSA), FY 2006/07 Budget

This memo and the attached information are part of the enrollment/caseload/population process which was negotiated April 1986 between the California State Library (CSL) and the Department of Finance (DOF). A copy of the memo from Bill Borden of DOF confirming the agreed upon arrangement is attached as Attachment I. As provided in that memo, the CSL is to annually provide the DOF, in the May Revise, current year TBR program information on: 1) transaction volume estimates based on the most recent actual data; and 2) cost study data relating to the rates to be used in FY 2006/07. The CSL will be seeking approval of the proposed TBR rates from the Library of California Board (LCB) at their Fall 2006 meeting. Upon adoption by the LCB, the Chief Executive Officer, Susan Hildreth will submit the rates to DOF for final approval.

The following information is provided as part of this process:

- 1) Transaction Based Reimbursement Program Rate Development background and summary materials (Attachment II).
- 2) Actual FY 2005/06 cost study data used to calculate the FY 2006/07 reimbursement rate for the Interlibrary Loan and Direct Loan Programs (Attachment III).
- 3) Actual data used as the basis for estimation of FY 2006/07 transaction volume in both the Interlibrary Loan and Direct Loan Programs (Attachment IV).
- 4) A copy of the cost study material used by the libraries involved in the study for both the Interlibrary Loan and the Direct Loan studies (Attachment V).

April 14, 2006
Dan Troy

The actual TBR Program expenditures and transactions data plus the projected expenditures and transactions through June 30, 2006, result in the following estimated figures for FY 2005/06: 1) for Interlibrary Loan, 2,260,700 reimbursable transactions at a cost of \$11,190,465; and 2) for Direct Loan, 10,577,265 reimbursable transactions at a cost of \$9,413,766. This is the current estimate based on the best data available but it must be reiterated that the program has exhibited growth in spurts which on a specific occasion put the actual transactions over our estimates by 21%. At the current time, based upon the above estimates, the CLSA TBR Program budget will have a negative balance of \$8,988,231. This fact will trigger the use of Provision #1 of Item 6120-211-0001 of Chapter 379 of Statutes of 2002. This 2002 statute, being used as a more recent act of the Legislature, supersedes the requirement in the CLSA law that the State Board reimburse at the full rate adopted by the Board and as approved by the Department of Finance. However, the statute does not set aside the provision of Education Code Section 28703 (f) to reimburse participating libraries equitably. As a result of this action, payments will be prorated so that the funding used to reimburse eligible transactions does not exceed the funding level shown in Item 6120-211-0001 (1) 20.30 for a total of \$11,616,000.

The estimates of total costs in the TBR Program for FY 2006/07 are based on the proposed FY 2006/07 TBR rates (Attachment III, page 5 of 5) and the estimated transaction volumes (Attachment IV). Based on these computed rates and projected transactions, the costs would be: 1) for the Interlibrary Loan Program, \$13,696,194; and 2) for the Direct Loan Program, \$10,650,165. If this level of expenditure actually occurs in FY 2006/07, then the program would need an augmentation of \$12,730,359 over the current appropriation shown above, or an augmentation of the same amount to budget item, 6120-211-001 (1) 20.30 Direct Loan and Interlibrary Loan Programs, as proposed by the Governor for FY 2006/07.

The projected transactions for FY 2006/07 are estimated to increase by 16% for interlibrary loans and increase 6% for direct loans. The study of handling costs, conducted annually, can produce an increase or decrease in the base rate in any given year. If the current reimbursement rates (\$4.95 ILL; \$.89 Direct Loan) are used in the calculation for determining cost based on projected workload for FY 2006/07, the TBR Program would need an augmentation of \$11,349,293 over the current appropriation of \$11,616,000.

Thank you for your assistance in this endeavor. If additional information is required, please contact either of us.

Attachments

cc: Susan Hildreth
Cameron D. Robertson
Sandy Habbestad

MAY 1 1986

Memorandum

ATTACHMENT I

page 1 of 2

Date : April 29, 1986

To : Nancy Percy
Assistant State Librarian
California State Library
914 Capitol Mall, Room 220

From : Department of Finance

Subject: Funding of Transaction Based Reimbursement Program

Pursuant to your discussions with Christy Maciel this is to confirm the proposed alternate method for developing the annual budget for the Transaction Based Reimbursement (TBR) Program.

In accordance with current statutes, the California State Library (CSL) is required to conduct studies, as needed, to determine the cost to participating libraries to loan materials that are reimbursable under the TBR program. In addition, the CSL is required to obtain Department of Finance (DOF) approval prior to authorizing changes in reimbursement rates for the TBR program. Requested changes are generally approved by the DOF if substantiated by actual cost data obtained through the CSL studies, and if such rates can be funded from available appropriations for the California Library Services Act. Finally, the CSL has been required to submit budget change proposals (BCPs) to receive consideration for funding increases.

In preparation of the 1986-87 Governor's Budget, the CSL requested a funding increase via a BCP for the TBR program based on: 1) a projected increase in the number of reimbursable transactions for 1986-87; and 2) a projected increase in the cost of loaning library materials. According to the CSL, the most recent actual transaction and cost data available was for the 1984-85 fiscal year. As we have discussed, it is our desire to reduce the two year projection span and base budget estimates on more current data. In order to accomplish this the following changes are proposed in the review process for this budget.

DOF will initiate action during the annual budget preparation process to consider growth in reimbursable transactions as projected by the annual CSL study, as a base enrollment/caseload/population (ECP) adjustment. Therefore, it will no longer be necessary for the CSL to submit a BCP for transaction growth. Further, DOF will recommend funding of the projected number of transactions at the current DOF-approved rates of reimbursement.

-2-

Potential deficiencies attributable to growth will be considered for inclusion in the budget during the May Revision, if substantiated by actual transactions data and in consideration of available funding. Similarly, in accordance with current statutes, the DOF will continue to consider CSL requests for reimbursement rate increases/decreases in light of current inflationary trends and actual costs incurred by local libraries in loaning materials during the May Revision review.

Finally, consistent with current practice, it is understood that funds budgeted for the TBR program but which are determined to be surplus at year end will be reverted.

For the preparation of the 1987-88 budget, then, the CSL will submit its study of 1985-86 actual performance by August 1, 1986. The DOF will adjust the base 1987-88 budget to reflect projected transactions, using the currently approved reimbursements rates. For the next cycle, the CSL will advance the timing of its annual study so that 1986-87 performance is reported to the DOF by April 15, 1987. Based on this data, the DOF will consider 1986-87 deficiencies and adjustments to the proposed 1987-88 budget. In succeeding budget cycles, the CSL annual study will be submitted no later than April 15th.

Please let me know if this meets your understanding, and if you have any questions, please contact Christy Maciel at (916) 323-9350.



William E. Borden
Principal Program Budget Analyst

ATTACHMENT II
TRANSACTION BASED REIMBURSEMENT

PROGRAM RATE DEVELOPMENT

BACKGROUND AND SUMMARY

During the 1983/84 fiscal year, a major effort was undertaken to determine the actual handling costs incurred by participants in the provision of California Library Services Act (CLSA) loaned services. This effort led to the adoption of reimbursement rates for the 1984/85 Transaction Based Reimbursement (TBR) Program based on three elements:

- 1) The weighted average per item handling costs of a loan, based on annual survey results of a representative sample of participant libraries.
- 2) Reporting costs of a loan, estimated at 2% of the average per item handling cost.
- 3) Materials deterioration cost based on industry standard data.

In October of 1984 the State Board adopted a process for annually updating the data on which the reimbursement rates were based and for determining the rates in successive years. This process included the following procedures:

- 1) Obtaining updated salary and benefit data from all previously surveyed libraries and recalculation of those libraries' per item handling cost.
- 2) Surveying an additional two libraries for interlibrary loan and an additional two libraries for direct loan to provide fresh information upon which to base reimbursement calculations.
- 3) Dropping from the handling costs' database any libraries which had significantly altered their internal direct or interlibrary loan procedures, thus rendering their data invalid for purposes of the rate survey.
- 4) Updating industry standard data on materials deterioration costs.

These procedures have been completed for the 2006/07 fiscal year with the following results:

- 1) A complete description of the methodology employed and a summary of the 2005/06 updated data appears in Attachment III.

ATTACHMENT III
COST STUDY DATA

Page 1 of 5

Results of 2005/06 Survey
Per Item Direct Loan Handling Costs by Library

Library	Handling Cost (Dollars)
1)	0.2944
2)	0.3560
3)	0.3620
4)	0.3631
5)	0.3985
6)	0.4116
7)	0.5111
8)	0.5815
9)	0.6431
10)	0.6452
11)	0.7254
12)	0.7695
13)	0.7851
<hr/>	
ARITHMETIC MEAN	0.5300
(average)	
MEDIAN	0.5111

ATTACHMENT III
COST STUDY DATA

Page 2 of 5

INTERLIBRARY LOAN FY 2005/06
Summary of Interlibrary Loan Cost Analysis by Library

Library	Mono		Photo		Final Adjusted Cost
1)	2.543	(.99)	1.441	(.99)	2.531
2)	3.247	(.96)	1.840	(.04)	3.190
3)	3.362	(.99)	2.423	(.01)	3.353
4)	4.247	(.01)	3.518	(.99)	3.525
5)	3.907	(.94)	3.415	(.06)	3.877
6)	4.185	(.94)	2.696	(.01)	4.090
7)	4.320	(.97)	2.749	(.03)	4.272
8)	4.915	(.97)	4.343	(.07)	4.897
9)	6.565	(.99)	6.565	(.01)	6.565
10)	6.869	(.99)	5.221	(.01)	6.852
11)	9.139	(.64)	8.031	(.39)	8.739
TOTAL	53.299		42.242		51.891
ARITHMETIC MEAN	4.845		3.840		4.720

ATTACHMENT III
COST STUDY DATA

Page 3 of 5

- A) The Interlibrary Loan (ILL) costs are prorated between the two major methods of ILL delivery, photocopy and actual monograph delivery. The final adjusted cost represents the final cost for a specific library after all costs and prorating factors have been considered. In FY 2005/06 the cost study produced a final base rate of \$4.72.

For the Direct Loan Program, the cost represents the final cost for a specific library based on 100% use of an automated circulation system. In FY 2005/06 the cost study produced a base rate of \$0.53.

- B) For both the ILL and Direct Loan rates, reporting costs are estimated at 2% of the base rate.
- C) Calculation of physical deterioration of materials:
We were not able to get updated information for 2005 by April 15 thus we are using 2004 data for the ECP.

Estimated price of the average library purchase = \$31.64

(Source: Book Industry Trends, 2005, prepared for the Book Industry Study Group Inc., by the Center for Communications and Media Management at Fordham University's Graduate School of Business Administration).

Estimated additional cost of high-quality (library-grade) binding @ 30% = \$9.49

(Source: The Library Binding Institute)

Average number of circulations (with high-quality binding) before major repair or replacement = 100 (Source: University of California, Berkeley, Preservation Unit)

$$\$31.64 + \$9.49 = \$41.13$$

$$\$41.13 \div 100 = \$0.41$$

ATTACHMENT III

Recommended FY 2006/07 CLSA TBR Program Reimbursement Rates

Service	Base Rate	Reporting Costs @ 2%	Physical Deterioration	Recommended Rate
ILL	4.72	.09	.41	5.22
Direct Loan	.53	.01	.41	.95

ATTACHMENT III

CLSA TBR Program Reimbursement Rates from FY 1995/96 to Present

	<u>95/96</u>	<u>96/98</u>	<u>97/98</u>	<u>98/99</u>	<u>99/00</u>	<u>00/01</u>	<u>01/02</u>	<u>02/03</u>	<u>03/04</u>	<u>04/05</u>	<u>05/06</u>	Proposal <u>06/07</u>
LCB Adopted Rates												
Interlibrary Loan	3.38	3.47	3.29	3.57	3.82	4.14	3.87	4.49	4.91	5.59	4.95	5.22
Direct Loan	.66	.69	.75	.71	.73	.77	.73	.78	.84	.87	.89	.95
DOF Approved Rates												
Interlibrary Loan	2.85	2.85	2.85	2.85	2.85	3.21	3.87	4.49	4.91	5.59	4.95	
Direct Loan	.55	.55	.55	.55	.55	.63	.73	.78	.84	.87	.89	

ATTACHMENT IV
INTERLIBRARY LOAN & DIRECT LOAN
TRANSACTION VOLUME

PROGRAM TRENDS

The chart on page two displays actual TBR Program activity levels for the period FY 1979/80 through FY 2004/2005 and projected levels for the current as well as budget year. In this process of reporting to DOF as part of the May Revise, we are unable to provide a full year of actual TBR data, so our projections are based on the latest available actual data for the current year. Both the ILL and Direct Loan projections are based on regression analysis of the prior five years' data and staff analysis of any current trends in the field which might affect the data.

The number of reimbursable ILL transactions for FY 2005/06 is expected to be 2,260,700 based on the first two quarters data. This is an estimated 7% increase relative to the 2,112,814 reimbursable ILL transactions that were recorded for FY 2004/05. Relative changes over the last six fiscal years are summarized in the following table:

ILL Transaction Changes

Fiscal Year	Change
1999/00	-3%
2000/01	-5%
2001/02	+25%
2002/03	+10%
2003/04	+ 4%
2004/05	+ 31.2%

The Direct Loan program shows a decrease of 5.6% in total loan activity for FY 2005/06. Our projections to FY 2006/07 are based on actual Direct Loan activity for the first three quarters and projected activity for the fourth quarter of FY 2005/06.

Given the above data and the long term growth patterns these programs have experienced, the following projections for the TBR program have been made for FY 2006/07: 1) Direct Loan Program: The total loans in the program are expected to grow at a rate of about 1% or 30,372,400 total transactions and the net Direct Loan transactions are expected to increase about 6%, so the net transactions is estimated at 11,210,700. 2) Interlibrary Loan Program: The ILL program will grow at the rate of 16% and have 2,623,792 reimbursable transactions.

A comparison of the FY 2005/06 Department of Finance approved reimbursement rates, ILL = \$4.95 and Direct loan = \$.89 and the proposed FY 2006/07 reimbursement rates, ILL = \$5.22 and Direct Loan = \$.95, shows a cost increase of 5.4 % in the Interlibrary Loan Program, and a 6.7% cost increase in the Direct Loan Program.

ATTACHMENT IV

TBR PROGRAM ACTIVITY

	ILL Reimbursable Transactions	Total Public Library Circulation	Direct Loans: Total	Direct Loans: Net Imbalance
1979/80	267,799	113,921,000	7,983,833	3,152,506
1980/81	301,307	119,279,000	9,668,836	3,975,769
1981/82	341,307	121,340,000	9,876,086	4,366,074
1982/83	349,098	125,107,000	11,070,748	4,912,803
1983/84	338,629	124,136,000	11,243,357	5,012,301
1984/85	361,015	125,140,000	12,160,892	5,691,851
1985/86	378,549	125,600,000	12,532,423	5,432,412
1986/87	416,509	131,955,000	13,060,534	5,355,373
1987/88	451,270	136,082,000	15,175,877	6,104,662
1988/89	452,540	140,223,000	15,953,733	6,734,868
1989/90	515,403	144,447,000	15,108,450	6,619,082
1990/91	602,767	150,547,000	19,651,418	8,100,318
1991/92	709,642	160,761,000	21,260,881	9,297,968
1992/93	715,948	158,802,000	22,004,106	9,722,634
1993/94	598,148	145,657,000	21,711,320	9,430,933
1994/95	651,979	146,722,000	21,545,856	9,572,561
1995/96	834,395	151,034,000	22,719,320	10,075,442
1996/97	996,825	159,670,000	23,271,736	10,486,183
1997/98	1,165,557	164,429,000	23,774,902	10,491,145
1998/99	1,223,800	162,965,000	24,874,552	11,056,055
1999/00	1,187,182	165,687,000	24,440,027	10,424,950
2000/01	1,128,006	171,822,000	25,347,765	10,296,586
2001/02	1,409,560	184,501,000	27,932,178	10,897,596
2002/03	1,549,221	198,528,000	29,477,741	11,363,394
2003/04	1,610,606	198,424,000	28,778,674	12,444,532
2004/05	2,112,814	198,886,000	30,096,937	11,209,197
2005/06 P	2,260,700	210,652,000	30,017,338	10,577,265
2006/07 P	2,623,792	214,865,000	30,372,400	11,210,700

* P = This symbol is used to show data which has been projected by CSL.

ATTACHMENT III

CLSA TBR Program Reimbursement Rates from FY 1995/96 to Present

	<u>95/96</u>	<u>96/98</u>	<u>97/98</u>	<u>98/99</u>	<u>99/00</u>	<u>00/01</u>	<u>01/02</u>	<u>02/03</u>	<u>03/04</u>	<u>04/05</u>	<u>05/06</u>	Proposal <u>06/07</u>
LCB Adopted Rates												
Interlibrary Loan	3.38	3.47	3.29	3.57	3.82	4.14	3.87	4.49	4.91	5.59	4.95	5.22
Direct Loan	.66	.69	.75	.71	.73	.77	.73	.78	.84	.87	.89	.95
DOF Approved Rates												
Interlibrary Loan	2.85	2.85	2.85	2.85	2.85	3.21	3.87	4.49	4.91	5.59	4.95	
Direct Loan	.55	.55	.55	.55	.55	.63	.73	.78	.84	.87	.89	

**California Library Services Act
Transaction Based Reimbursement Shortfall
Based on Rates Adopted by the Board**

Fiscal Year	TBR Budget Appropriation	Board Adopted Rates		Reimbursable Transactions		Proposed Cost on Board Adopted Rates			Percent of Total Reimbursement Due	Actual Rates Reimbursed Based on DoF Approved Rates	
		ILL	Direct Loan	ILL	Direct Loan	ILL	Direct Loan	Total		ILL	Direct Loan
91/92	6,537,000	\$2.95	\$0.57	709,642	9,297,968	\$2,093,444	\$5,299,842	\$7,393,286	88.4%	\$2.61	\$0.50
92/93	6,537,000	\$3.08	\$0.58	715,948	9,722,634	\$2,205,120	\$5,639,128	\$7,844,248	83.3%	\$2.52	\$0.49
93/94	6,537,000	\$3.26	\$0.62	598,148	9,430,933	\$1,949,962	\$5,847,178	\$7,797,140	91.6%	\$2.70	\$0.52
94/95	6,537,000	\$3.17	\$0.65	651,979	9,572,561	\$2,066,773	\$6,222,165	\$8,288,938	88.5%	\$2.62	\$0.50
95/96	6,537,000	\$3.38	\$0.66	834,395	10,075,442	\$2,820,255	\$6,649,792	\$9,470,047	94.8%	\$2.35	\$0.45
96/97	6,537,000	\$3.47	\$0.69	996,825	10,471,870	\$3,458,983	\$7,225,590	\$10,684,573	91.8%	\$2.17	\$0.42
97/98	7,919,000	\$3.29	\$0.75	1,165,557	10,491,145	\$3,834,682	\$7,868,359	\$11,703,041	82.5%	\$2.48	\$0.48
98/99	8,600,000	\$3.57	\$0.71	1,223,800	11,056,055	\$4,368,966	\$7,849,799	\$12,218,765	76.0%	\$2.56	\$0.49
99/00	9,092,000	\$3.82	\$0.73	1,187,182	10,424,950	\$4,535,035	\$7,610,214	\$12,145,249	87.1%	\$2.84	\$0.55
00/01	10,894,000	\$4.14	\$0.77	1,128,006	10,296,586	\$4,669,945	\$7,928,371	\$12,598,316	89.9%	\$3.21	\$0.63
01/02	12,145,000	\$3.87	\$0.73	1,409,560	10,897,596	\$5,454,997	\$7,955,245	\$13,410,242	99.7%	\$3.51	\$0.66
02/03	11,848,000	\$4.49	\$0.78	1,549,221	11,363,394	\$6,956,002	\$8,863,447	\$15,819,449	100%	\$3.36	\$0.58
03/04	12,145,000	\$4.91	\$0.84	1,610,606	12,444,532	\$7,908,075	\$10,453,407	\$18,361,482	66.1%	\$3.24	\$0.56
04/05	12,145,000	\$5.59	\$0.87	2,112,814	11,209,197	\$11,810,630	\$9,752,001	\$21,562,631	56.3%	\$3.14	\$0.49
05/06	11,616,000	\$4.95	\$0.89	2,228,249	10,652,295	\$11,029,832	\$9,480,543	\$20,510,375	56.6%	\$2.80	\$0.50

Exhibit C

**CLSA PARTICIPANTS
FY 2006/07**

Exhibit D

BAY AREA LIBRARY AND INFORMATION SYSTEM	Universal Borrowing	Equal Access
Alameda County Library	✓	✓
Alameda Free Library	✓	✓
Berkeley Public Library	✓	✓
Contra Costa County Library	✓	✓
Hayward Public Library	✓	✓
Livermore Public Library	✓	✓
Oakland Public Library	✓	✓
Pleasanton Public Library	✓	✓
Richmond Public Library	✓	✓
San Francisco Public Library	✓	✓
(San Leandro Community Library)		

BLACK GOLD COOPERATIVE LIBRARY SYSTEM	Universal Borrowing	Equal Access
Lompoc Public Library	✓	✓
Paso Robles Public Library	✓	✓
San Luis Obispo City-County Library	✓	✓
Santa Barbara Public Library	✓	✓
Santa Maria Public Library	✓	✓
(Santa Paula) Blanchard Community Library	✓	✓
Ventura County Library	✓	✓

49/99 COOPERATIVE LIBRARY SYSTEM	Universal Borrowing	Equal Access
Amador County Library	✓	✓
Calaveras County Library	✓	✓
Lodi Public Library	✓	✓
Merced County Library	✓	✓
Stanislaus County Free Library	✓	✓
Stockton-San Joaquin County Public Library	✓	✓
Tuolumne County Free Library	✓	✓

INLAND LIBRARY SYSTEM	Universal Borrowing	Equal Access
Banning Unified School District Library	✓	✓
Beaumont District Library	✓	✓
Colton Public Library	✓	✓
Corona Public Library	✓	✓
Hemet Public Library	✓	✓
Inyo County Free Library	✓	✓
Moreno Valley Public Library	✓	✓
Murrieta Public Library	✓	✓
Ontario Public Library	✓	✓
Palm Springs Public Library	✓	✓
Palo Verde Valley District Library	✓	✓
Rancho Cucamonga Public Library	✓	✓
Rancho Mirage Public Library	✓	✓
Riverside County Library System	✓	✓
Riverside Public Library	✓	✓
San Bernardino County Library	✓	✓
San Bernardino Public Library	✓	✓
Upland Public Library	✓	✓

METROPOLITAN COOPERATIVE LIBRARY SYSTEM	Universal Borrowing	Equal Access
Alhambra Public Library	✓	✓
Altadena Library District	✓	✓
Arcadia Public Library	✓	✓
Azusa City Library	✓	✓
Beverly Hills Public Library		✓
Burbank Public Library	✓	✓
Calabasas Public Library	✓	✓
Cerritos Public Library		✓
Commerce Public Library	✓	✓
Covina Public Library	✓	✓
Downey City Library	✓	✓
El Segundo Public Library		✓
Glendale Public Library	✓	✓

METROPOLITAN COOPERATIVE LIBRARY SYSTEM (CON'T)	Universal Borrowing	Equal Access
Glendora Public Library	✓	✓
Irwindale Public Library	✓	✓
Long Beach Public Library	✓	✓
Los Angeles Public Library	✓	✓
Monrovia Public Library	✓	✓
(Monterey Park) Bruggemeyer Memorial Library	✓	✓
Oxnard Public Library	✓	✓
Palos Verdes Library District	✓	✓
Pomona Public Library		✓
Redondo Beach Public Library	✓	✓
San Marino Public Library	✓	✓
Santa Fe Springs City Library	✓	✓
Santa Monica Public Library	✓	✓
Sierra Madre Public Library	✓	✓
Signal Hill Public Library	✓	✓
South Pasadena Public Library	✓	✓
Thousand Oaks Public Library		✓
Torrance Public Library	✓	✓
Whittier Public Library	✓	✓

MONTEREY BAY AREA COOPERATIVE LIBRARY SYSTEM	Universal Borrowing	Equal Access
(Carmel) Harrison Memorial Library	✓	✓
Monterey County Library	✓	✓
Pacific Grove Public Library	✓	✓
Salinas Public Library	✓	✓
San Benito County Free Library	✓	✓
San Juan Bautista City Library	✓	✓
Santa Cruz Public Library	✓	✓
Watsonville Public Library	✓	✓
(Monterey Public Library) <i>Re-affiliating with MOBAC effective 7/1/07</i>		

MOUNTAIN VALLEY LIBRARY SYSTEM	Universal Borrowing	Equal Access
Alpine County Library	✓	✓
Colusa County Free Library	✓	✓
El Dorado County Library	✓	✓
Folsom Public Library	✓	✓
Lincoln Public Library	✓	✓
Mono County Free Library	✓	✓
Nevada County Library	✓	✓
Placer County Library	✓	✓
Roseville Public Library	✓	✓
Sacramento Public Library	✓	✓
Sutter County Library	✓	✓
Woodland Public Library	✓	✓
Yolo County Library	✓	✓
Yuba County Library	✓	✓

NORTH BAY COOPERATIVE LIBRARY SYSTEM	Universal Borrowing	Equal Access
Belvedere-Tiburon Library Agency	✓	✓
Benicia Public Library	✓	✓
Dixon Unified School District	✓	✓
Lake County Library	✓	✓
Larkspur Public Library	✓	✓
Marin County Free Library	✓	✓
Mendocino County Library	✓	✓
Mill Valley Public Library	✓	✓
Napa City-County Library	✓	✓
San Anselmo Public Library	✓	✓
San Rafael Public Library	✓	✓
Sausalito Public Library	✓	✓
Solano County Library	✓	✓
Sonoma County Library	✓	✓
St. Helena Public Library	✓	✓

NORTH STATE COOPERATIVE LIBRARY SYSTEM	Universal Borrowing	Equal Access
Butte County Library	✓	✓
Del Norte County Library	✓	✓
Humboldt County Library		✓
Modoc County Library	✓	✓
Orland Free Library	✓	✓
Plumas County Library	✓	✓
Shasta County Library	✓	✓
Siskiyou County Public Library	✓	✓
Susanville District Library	✓	✓
Tehama County Library	✓	✓
Trinity County Library	✓	✓
Willows Public Library	✓	✓

PENINSULA LIBRARY SYSTEM	Universal Borrowing	Equal Access
Burlingame Public Library	✓	✓
Daly City Public Library	✓	✓
Menlo Park Public Library	✓	✓
Redwood City Public Library	✓	✓
San Bruno Public Library	✓	✓
San Mateo County Library	✓	✓
San Mateo Public Library	✓	✓
South San Francisco Public Library	✓	✓

SAN JOAQUIN VALLEY LIBRARY SYSTEM	Universal Borrowing	Equal Access
Coalinga District Library	✓	✓
Fresno County Free Library	✓	✓
Kern County Library	✓	✓
Kings County Library	✓	✓
Madera County Library	✓	✓
Mariposa County Library	✓	✓
Porterville Public Library	✓	✓
Tulare County Free Library	✓	✓
Tulare Public Library	✓	✓

SANTIAGO LIBRARY SYSTEM	Universal Borrowing	Equal Access
Anaheim Public Library	✓	✓
Buena Park Library District	✓	✓
Fullerton Public Library		✓
Mission Viejo Public Library	✓	✓
Newport Beach Public Library	✓	✓
Orange County Public Library	✓	✓
Orange Public Library	✓	✓
Placentia Library District	✓	✓
Yorba Linda Public Library	✓	✓
(Huntington Beach Public Library)		
(Santa Ana Public Library)		

SERRA LIBRARY SYSTEM	Universal Borrowing	Equal Access
Brawley Public Library	✓	✓
(Calexico) Camarena Public Library	✓	✓
Carlsbad City Library	✓	✓
Chula Vista Public Library	✓	✓
Coronado Public Library	✓	✓
El Centro Public Library		✓
Escondido Public Library	✓	✓
Imperial County Free Library	✓	✓
Imperial Public Library	✓	✓
National City Public Library	✓	✓
Oceanside Public Library	✓	✓
San Diego County Library	✓	✓
San Diego Public Library	✓	✓

SILICON VALLEY LIBRARY SYSTEM	Universal Borrowing	Equal Access
Los Gatos Memorial Library	✓	✓
Mountain View Public Library	✓	✓
Palo Alto City Library	✓	✓
San Jose Public Library	✓	✓
Santa Clara City Library	✓	✓
Santa Clara County Free Library	✓	✓
Sunnyvale Public Library	✓	✓

SOUTH STATE COOPERATIVE LIBRARY SYSTEM	Universal Borrowing	Equal Access
Inglewood Public Library	✓	✓
Los Angeles County Public Library	✓	✓
Palmdale City Library	✓	✓
Pasadena Public Library	✓	✓

PUBLIC LIBRARIES NOT PARTICIPATING IN CLSA
(Redlands) A. K. Smiley Public Library
Moorpark Public Library (breaking away from Ventura County to become an independent library jurisdiction, effective 1/1/07)
Vernon Public Library
Victorville Public Library (left San Bernardino County Library system to become an independent library jurisdiction, effective 7/1/06)

Note: Libraries noted in parenthesis are CLSA participants, but are not CLSA System members.

**California Library Services Act
Interlibrary Loan Program
Non-Public Library Loans to Public Libraries
FY 2005/06**

LIBRARY	REGION	TOTAL LOANS
Allan Hancock Community College	GCLN	0
American River College	SVLN	125
Butte College	CPLN	210
Cabrillo College	GGLN	201
California Academy of Sciences	GGLN	53
California Baptist University	TdS	0
California Institute of the Arts, Valencia	ASLN	149
California Institute of Integral Studies, San Francisco	GGLN	31
California Lutheran University	GCLN	88
California State Polytechnic University, Pomona	ASLN	1564
CSU Bakersfield	HRLN	211
CSU Chico	CPLN	739
CSU Dominguez Hills	ASLN	170
CSU East Bay (Hayward)	GGLN	1768
CSU Fresno	HRLN	537
CSU Fullerton (Pollak Library)	ASLN	651
CSU Long Beach	ASLN	1418
CSU Los Angeles (John F. Kennedy Library)	ASLN	469
CSU Monterey Bay	GGLN	143
CSU Northridge	ASLN	102
CSU Sacramento	SVLN	999
CSU San Bernardino	TdS	586
CSU San Diego	TdS	621
CSU San Jose	GGLN	3055
CSU San Marcos	TdS	119
CSU Sonoma	GGLN	0
CSU Stanislaus	SVLN	231
Canada College Library	GGLN	1124
Cerritos College	SVLN	55
Chapman University	TdS	158
Chapman University (Rinker Law Library)	TdS	22
Citrus Community College District	ASLN	13
Claremont College (Honnold-Mudd)	ASLN	2163
Claremont School of Theology	ASLN	29
College of Marin	GGLN	0
College of San Mateo	GGLN	7065
College of the Canyons, Santa Clarita	ASLN	0
College of the Siskiyous	CPLN	126
Columbia College	SVLN	55
Consumnes River College	SVLN	47

LIBRARY	REGION	TOTAL LOANS
Cuesta College	GCLN	7
Dominican University of California	GGLN	0
Feather River College	CPLN	39
Fresno City College	HRLN	23
Fresno County Law Library	HRLN	0
Fullerton Community College (Wm.T. Boyce Library)	ASLN	22
Gavilan College Library	GGLN	54
Glendale College Library	ASLN	45
Golden Gate Baptist Theology Seminary	GGLN	40
Golden West College Library (R. Dudley Boyce Library)	ASLN	11
Graduate Theological (Flora Lampson Hewlett Library)	GGLN	0
Hartnell College Library	GGLN	54
Humboldt State University	CPLN	215
Imperial Valley College (Spencer Library Media Center)	TdS	28
La Sierra University Library	TdS	75
Lassen Community College District	CPLN	19
Merced College	SVLN	316
Mission College, Santa Clara	GGLN	280
Modesto Jr. College (Yosemite Community College)	SVLN	54
Modoc County Office of Education (Media Center)	CPLN	0
Monterey Peninsula College	GGLN	53
Napa Valley College	GGLN	4497
Naval Postgraduate School (Dudley Knox Library)	GGLN	204
Pacific Union College	GGLN	0
Palomar Community College District, San Marcos	TdS	8
Riverside Community College District (Martin Luther King)	TdS	0
Sacramento City College	SVLN	60
Saint John's Seminary College Library	GCLN	0
Saint John's Seminary Theology Library	GCLN	34
Saint Mary's College Library	GGLN	1574
Saint Patrick's Seminary (McKeon Memorial Library)	GGLN	30
San Diego Christian College	TdS	18
San Francisco State University (J. Paul Leonard Library)	GGLN	5824
San Joaquin Delta Community College, Stockton	SVLN	58
SMERC (San Mateo County Superintendent of Schools)	GGLN	32
Santa Barbara City College	GCLN	341
Santa Barbara Museum of Natural History	GCLN	0
Santa Clara University (Orradre Library)	GGLN	403
Santa Rosa Junior College (Plover Library)	GGLN	137
Shasta College Library	CPLN	174
Sierra Community College	SVLN	67
Simpson College Library	CPLN	229
Skyline College Library	GGLN	3766
Solano College	GGLN	3747
Sutter Resource Library, Sacramento	SVLN	0
University of California (Berkeley)	GGLN	1210

LIBRARY	REGION	TOTAL LOANS
University of California (Davis)	SVLN	1314
University of California (Irvine)	ASLN	728
University of California (Los Angeles)	ASLN	1182
University of California (Riverside)	TdS	1775
University of California (San Diego)	TdS	582
University of California (Santa Barbara - Davidson Library)	GCLN	336
University of California (Santa Cruz)	GGLN	169
University of the Pacific	SVLN	199
University of San Francisco (Gleeson Library)	GGLN	0
West Valley College Library	GGLN	424
Westmont College (R.J. Voskuyl Library)	GCLN	18
Yuba Community College District	SVLN	64
Total		55636

ASLN - Arroyo Seco Library Network
 CPLN - Cascade Pacific Library Network
 GCLN - Gold Coast Library Network
 GGLN - Golden Gateway Library Network
 HRLN - Heartland Regional Library Network
 SVLN - Sierra Valley Library Network
 TdS - Tierra del Sol Regional Library Network

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California Library Services Act

TBR PROGRAM ACTIVITY

1979/80 - 1985/86							
	<u>1979/80</u>	<u>1980/81</u>	<u>1981/82</u>	<u>1982/83</u>	<u>1983/84</u>	<u>1984/85</u>	<u>1985/86</u>
ILL Reimbursable Transactions	267,799	301,307	341,307	349,098	338,629	361,015	378,549
Total Public Library Circulation	113,920,874	119,279,297	121,340,000	125,107,000	124,136,000	125,140,000	125,600,000
Direct Loans: Total	7,983,833	9,668,836	9,876,086	11,070,748	11,243,357	12,160,892	12,532,423
Direct Loans: Net Imbalance	3,152,506	3,975,769	4,366,074	4,912,803	5,012,301	5,691,851	5,432,412

1986/87 - 1992/93							
	<u>1986/87</u>	<u>1987/88</u>	<u>1988/89</u>	<u>1989/90</u>	<u>1990/91</u>	<u>1991/92</u>	<u>1992/93</u>
ILL Reimbursable Transactions	416,509	451,270	452,540	515,403	602,767	709,642	715,948
Total Public Library Circulation	131,955,186	136,082,000	140,223,000	144,447,000	150,547,000	160,761,000	158,802,000
Direct Loans: Total	13,060,534	15,175,877	15,953,733	15,108,450	19,651,418	21,260,881	22,004,106
Direct Loans: Net Imbalance	5,355,373	6,104,662	6,734,868	6,619,082	8,100,318	9,297,968	9,722,634

1993/94 - 1999/2000							
	<u>1993/94</u>	<u>1994/95</u>	<u>1995/96</u>	<u>1996/97</u>	<u>1997/98</u>	<u>1998/99</u>	<u>1999/2000</u>
ILL Reimbursable Transactions	598,148	651,979	834,395	996,825	1,165,557	1,223,800	1,187,182
Total Public Library Circulation	145,657,000	146,722,000	151,034,000	159,670,000	164,429,000	162,965,000	165,687,000
Direct Loans: Total	21,711,320	21,545,856	22,718,780	23,271,736	23,774,902	24,874,552	24,440,027
Direct Loans: Net Imbalance	9,430,933	9,572,561	10,075,442	10,486,183	10,491,145	11,056,055	10,424,950

2000/01 - 2006/07							
	<u>2000/01</u>	<u>2001/02</u>	<u>2002/03</u>	<u>2003/04</u>	<u>2004/05</u>	<u>2005/06</u>	<u>2006/07 Projections</u>
ILL Reimbursable Transactions	1,128,006	1,409,560	1,549,221	1,610,606	2,112,814	2,228,249	2,623,792
Total Public Library Circulation	171,822,000	184,501,000	198,528,000	198,424,000	198,886,000	210,652,000	214,865,000
Direct Loans: Total	25,347,765	27,932,178	29,477,741	28,778,674	30,096,937	30,151,623	30,372,400
Direct Loans: Net Imbalance	10,296,586	10,897,596	11,363,394	12,444,532	11,209,197	10,652,295	11,210,700

AGENDA ITEM: CLSA System Communications and Delivery Program

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: The CLSA System Communications and Delivery Program continues to support the sharing of resources among the members of California's 15 Cooperative Library Systems.

Review and Discussion of 2006/07 System Plans: 2006/07 System Plans of Service have been received. Exhibit A displays the workload estimates and service delivery methods by System, abstracted from those plans. They show that most Systems will continue to use the Internet and other forms of telecommunications systems usage, such as access to online services, as their primary communications device. Systems have also adopted 2006/07 performance objectives. The average for communication is delivery of 92% of transmitted messages within 22 hours (See Exhibit B). For the delivery of materials, the average performance objective is 92% of the items delivered within 3 working days (see Exhibit C). Exhibit D includes two charts displaying the workload history of the number of communication messages and items delivered for each of the 15 Systems for the past ten years.

System annual report summaries for fiscal year 2004/05 were compiled and mailed to Board members and CLSA Systems in April. The achievement of performance objectives and workload activity for the System C&D program are reproduced as Exhibit E and F, consecutively. Systems met all the objectives they set for themselves in FY 2004/05. Exhibit G and H contain the expenditure reports for 2004/05 showing that 56% of the total C&D program budget was provided by local funds.

System annual reports for fiscal year 2005/06 are due at the State Library on September 1. A compilation of those reports will be mailed to Board members and System contacts in early 2007.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: Summary of 2005/06 System Annual Reports.

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

System Communications & Delivery Program
2006/07 Service Methods and Workload Estimates

	Estimated Communications Workload (Messages)	Telecommunications Systems Usage					Estimated Delivery Workload (Items)	Delivery Systems Usage				
		Elec. Mail	Voice Phone	Fax	Internet	Other		System Van	Con-tracted Delivery	US Mail	UPS	Other
BALIS	3,620	N/A	66%	34%	N/A	NU	38,700	NU	98%	1%	1%	NU
BLACK GOLD	383,851	NU	12%	0.1%	6%	82% ^a	863,044	97%	NU	2%	0.5%	0.5%
49-99	20,900	NU	18%	10%	72%	NU	418,500	98%	NU	1%	1%	NU
INLAND	N/A	N/A	N/A	N/A	N/A	N/A	162,494	NU	77%	3%	10%	10%
MCLS	468,115	N/A	4%	7%	63%	26% ^b	65,050	98.7%	1%	0.3%	NU	NU
MOBAC	2,250	N/A	58%	42%	N/A	NU	122,200	NU	99.9%	NU	NU	0.1%
MVLS	30,000	NU	20%	13%	67%	NU	270,000	99%	NU	0.5%	0.5%	NU
NORTH BAY	49,200	NU	16%	7%	77%	NU	4,134,000	NU	98%	1%	1%	NU
NORTH STATE	17,495	NU	17%	23%	60%	NU	487,069	97%	NU	1%	2%	NU
PENINSULA	284,075	N/A	2%	1%	N/A	97% ^c	1,631,500	96%	NU	1%	3%	NU
SJVLS	436,550	NU	2%	0.1%	30%	68% ^d	441,950	98%	NU	1%	1%	NU
SANTIAGO	121,457	N/A	76%	8%	10%	6%	13,000	NU	95%	5%	NU	NU
SERRA	24,950	NU	30%	40%	28%	2% ^e	151,364	NU	98%	1.5%	0.5%	NU
SVLS	20,000	NU	40%	30%	30%	NU	31,250	NU	97.5%	2%	0.5%	NU
SOUTH STATE	4,400	NU	43%	21%	36%	NU	1,210	NU	99%	1%	NU	NU
TOTALS	1,866,863	NU%	11%	4%	30%	55%	8,831,331	46%	51%	1%	1.5%	0.2%

N/A - Not Available

NU - Not Used

^a Holds placed on member library automation

^b OCLC ILL Subsystem and Delivery

^c Teleline

^d Horizon ILL requests

^e U.S. mail

SYSTEM COMMUNICATIONS PERFORMANCE OBJECTIVES

FY 2006/07

_____ % of intrasystem messages will be received by addressees within
_____ hours (time of origin to time of receipt)

SYSTEM	%	HOURS
BALIS	95%	24
BLACK GOLD	90%	24
49-99	90%	48
INLAND	95%	24
MCLS	90%	24
MOBAC	100%	24
MVLS	100%	24
NORTH BAY	90%	8
NORTH STATE	90%	24
PENINSULA	98%	1
SJVLS	80%	4
SANTIAGO	95%	24
SERRA	90%	24
SVLS	90%	24
SOUTH STATE	90%	24
AVERAGE	92%	22

SYSTEM DELIVERY PERFORMANCE OBJECTIVES

FY 2006/07

_____ % of items sent by intrasystem delivery will be delivered within
_____ working days

SYSTEM	%	DAYS
BALIS	90%	4
BLACK GOLD	98%	2
49-99	90%	3
INLAND	90%	1
MCLS	75%	2
MOBAC	100%	4
MVLS	100%	3
NORTH BAY	90%	4
NORTH STATE	90%	3
PENINSULA	98%	3
SJVLS	100%	3
SANTIAGO	90%	4
SERRA	90%	1
SVLS	90%	3
SOUTH STATE	90%	3
AVERAGE	92%	3

SYSTEM COMMUNICATION WORKLOAD HISTORY*

SYSTEM											Estimated Messages	
	95/96	96/97	97/98	98/99	99/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07
BALIS	14,053	13,921	9,700	15,557	12,595	11,700	10,700	10,700	9,870	8,718	3,907	3,620
BLACK GOLD	231,333	202,464	253,300	219,055	226,175	189,231	243,787	269,845	342,577	473,691	517,787	383,851
49-99	2,704	2,704	6,450	8,000	7,900	8,750	9,800	11,300	12,400	11,900	27,800	20,900
INLAND	14,331	16,375	22,130	18,449	32,995	31,000	16,539	10,292	6,391	6,984	NA	NA
MCLS	341,960	490,691	407,750	739,045	739,045	782,176	312,588	317,573	320,656	233,796	468,115	468,115
MOBAC	26,642	29,815	35,272	27,190	8,498	6,320	4,550	4,550	3,450	1,142	2,235	2,250
MVLS	20,000	20,000	22,600	21,500	30,000	30,000	30,000	30,000	20,000	20,000	30,000	30,000
NORTH BAY	22,800	27,147	27,250	27,975	28,214	33,778	40,468	32,322	32,167	55,402	49,200	49,200
NORTH STATE	17,104	17,599	19,634	19,833	16,874	16,469	38,715	74,009	44,439	45,215	17,495	17,495
PLS	169,551	269,089	59,600	223,497	285,845	296,614	306,300	306,300	284,275	287,743	287,132	284,075
SJVLS	367,087	532,559	366,500	317,420	323,950	311,943	386,964	231,628	316,850	329,034	436,550	436,550
SANTIAGO	66,774	66,774	115,582	100,500	100,500	100,500	100,500	100,500	100,500	100,500	121,098	121,457
SERRA	31,528	34,150	31,150	29,740	30,285	30,600	31,150	25,750	7,462	7,462	24,950	24,950
SVLS	14,900	14,900	18,000	14,000	14,000	14,000	14,000	14,000	11,200	10,472	18,500	20,000
SOUTH STATE	8,214	6,522	6,740	5,210	8,417	6,868	6,868	6,868	5,034	5,127	4,400	4,400
TOTAL	1,348,981	1,744,710	1,401,658	1,786,971	1,865,293	1,869,949	1,552,929	1,445,637	1,517,271	1,597,186	2,009,169	1,866,863

*10 year history
NA - Not Available

SYSTEM DELIVERY WORKLOAD HISTORY*

SYSTEM											Estimated Items Delivered	
	95/96	96/97	97/98	98/99	99/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07
BALIS	35,850	33,700	33,700	34,675	36,835	32,248	32,320	47,400	34,125	36,712	37,600	38,700
BLACK GOLD	774,176	789,516	790,150	662,766	690,820	741,572	772,824	821,990	802,620	849,264	818,850	863,044
49-99	276,325	298,000	298,000	315,000	331,100	349,750	354,500	368,500	392,900	398,250	395,000	418,500
INLAND	21,500	22,761	23,800	77,192	144,756	126,720	87,770	146,726	71,346	144,891	116,600	162,494
MCLS	93,132	89,986	85,000	82,546	82,546	82,546	82,596	67,323	67,323	67,323	65,050	65,050
MOBAC	124,462	112,060	123,265	119,082	118,481	119,702	117,122	112,784	108,420	110,152	115,500	122,200
MVLS	90,500	95,900	95,900	91,475	109,420	110,000	160,200	192,710	218,250	270,000	218,250	270,000
NORTH BAY	839,872	1,059,479	782,000	1,524,775	1,616,245	1,841,716	2,264,328	2,757,654	3,009,549	3,306,102	2,755,000	4,134,000
NORTH STATE	436,754	451,847	436,813	413,166	430,268	407,284	495,378	453,616	480,989	452,244	487,069	487,069
PLS	1,610,500	1,429,100	1,427,000	1,301,050	1,409,780	1,657,288	1,690,600	1,964,000	2,121,516	2,247,956	1,653,000	1,631,500
SJVLS	252,220	179,814	143,385	202,313	229,863	259,623	276,790	315,855	439,972	441,714	341,950	441,950
SANTIAGO	63,000	61,000	60,000	13,000	13,000	13,000	13,000	13,000	13,000	13,000	13,000	13,000
SERRA	280,250	253,500	73,500	70,135	143,293	73,050	150,695	151,238	154,692	152,626	158,020	151,364
SVLS	70,100	70,100	75,100	40,000	33,000	33,000	33,500	27,404	38,150	39,278	30,000	31,250
SOUTH STATE	3,980	19,200	23,600	14,425	3,500	4,056	4,056	8,346	1,210	1255	1,210	1,210
TOTAL	4,972,621	4,965,963	4,471,213	4,961,600	5,392,907	5,851,555	6,535,679	7,448,546	7,954,062	8,530,770	7,206,099	8,831,331

*10 year history

Doc. 9808

**SUMMARY OF 2004/05 COMMUNICATIONS & DELIVERY PERFORMANCE OBJECTIVES
CLSA SYSTEM PROGRAM ANNUAL REPORTS**

System	Performance Objectives	Achievement of Performance Objectives
BALIS	<p>a. 95% of intrasystem messages will be received by addressees within 24 hours.</p> <p>b. 90% of items sent by intrasystem delivery will be delivered within 2 to 4 working days.</p>	<p>a. Objective met. All members have email access allowing for near-instantaneous sending of intrasystem messages to and between System members.</p> <p>b. Objective met. The contract delivery service continues to provide efficient delivery service to System member libraries. The present route structure ensures delivery of materials with 2 to 4 working days.</p>
BLACK GOLD	<p>a. 90% of intrasystem messages will be received by addressees within 24 hours (from time of sending message to receipt of message).</p> <p>b. 98% of items sent by intrasystem delivery will be delivered within 2 working days.</p>	<p>a. Objective met. The electronic communications used by Black Gold member libraries to facilitate resource sharing were entirely funded by local monies. Remote access to the two online catalogs serving the seven Black Gold member libraries has been an effective communication tool for resource sharing for both the library staff and the public. In addition, Cat-a-Link Gold, a service of the Gold Coast Library Network, still being provided and supported by the Black Gold Cooperative, provides access between the two online public catalogs in Black Gold and 13 non-public library catalogs. Email and voice mail are being used increasingly to conduct business between libraries. Gold consolidated three offices into one in 2004, thereby further decreasing the need to fax documents between offices.</p> <p>b. Objective met. CLSA funds support only the delivery service essential to resource sharing. The delivery route is designed so there is no delay once an item has been picked up by the driver. Materials are sorted en route rather than returned to a central point for sorting.</p>
49/99	<p>a. 90% of intrasystem messages will be received by addressees within 48 hours (time of origin to time of receipt).</p> <p>b. 90% of items sent by intrasystem delivery will be delivered within 3 working days.</p>	<p>a. Objective exceeded, due in part to a fax machine with broadcast capabilities and internet email. Messages are sent to all members via fax and received more quickly. In addition, System staff has utilized Internet email more this year for communicating with members, greatly improving overall System communications.</p> <p>b. Objective exceeded. 95% of items sent by intrasystem delivery were delivered within 2 working days or less.</p>

INLAND	<ul style="list-style-type: none"> a. 95% of intrasystem messages will be received by addressees within 24 hours. b. 90% of items sent by intrasystem delivery will be delivered within 1 working day. 	<ul style="list-style-type: none"> a. Objective met. 95% of intrasystem messages were received within 24 hours. b. Objective exceeded. 94% of items sent by intrasystem delivery were delivered within 1 working day.
MCLS	<p><u>Communications</u></p> <ul style="list-style-type: none"> a. 90% of intrasystem messages will be received by addressees within 24 hours. b. 90% of all messages requiring a response will be answered within 2 working days. c. 177,750 messages will be transmitted among member libraries through all communications mechanisms (OCLC interlibrary loan subsystem, facsimile, telephone, Internet, email and delivery). d. 1,200 reference-related messages will be transmitted between the MCLS Reference Center and the member libraries via facsimile. e. 800 reference-related messages will be transmitted between the MCLS Reference Center and the member libraries via email. <p><u>Delivery</u></p> <ul style="list-style-type: none"> a. 75% of the items sent by intrasystem delivery will be delivered within 2 working days. b. The remaining 25% of the items sent by intrasystem delivery will be delivered within 4 working days. c. 65,000 items will be transported among member libraries by the System delivery vans. 	<p><u>Communications</u></p> <p>a-c. Objectives met. The majority of the messages were transmitted electronically.</p> <p>d,e. There has been a dramatic shift in methods of communication. While the number of messages sent via fax decreased (approx. 400), the increase in messages sent by email (approx. 5,000) resulted in greatly exceeding the total number of messages projected to be transmitted.</p> <p><u>Delivery</u></p> <p>a-c. Objectives met. Delivery continued on an alternating 5-day and 3-day a week schedule per route, carrying over 67,000 items during the year. Related non-CLSA activities, including linkages with other systems, were maintained.</p>

MOBAC	<p>a. 100% of intrasystem messages will be received by addressees within 24 hours.</p> <p>b. 100% of items sent by intrasystem delivery will be delivered within 2 to 4 working days.</p> <p>c. 128,250 items will be delivered during the fiscal year.</p>	<p>a. Objective met. All member libraries and staff have email and Internet connections.</p> <p>b. Objective met. The contract delivery service continues to provide efficient delivery service to System member libraries. The present route structure ensures delivery of materials within 2-4 working days.</p> <p>c. Objective partially met. 110,152 were delivered, which included all items placed in the delivery system.</p>
MVLS	<p>a. 100% of the intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt, next working day).</p> <p>b. 100% of items sent by intrasystem delivery will be delivered within 3 working days.</p> <p>c. Develop a listing of workload factors and produce a spreadsheet that shows trends over a three year period.</p>	<p>a-b. Objectives met. The communication and delivery methods continue to function adequately. The use of email and Web-based information has increased in support of all programs.</p> <p>c. Objectives not met. Continued as an objective in 2005/06. Local funds were added to meet the level of service provided.</p>
NORTH BAY	<p>a. 90% of intrasystem messages will be received by addressees within 8 hours (time of origin to time of receipt, working days only, telephone, fax and electronic mail).</p> <p>b. 90% of items sent by intrasystem delivery will be received within 4 working days.</p>	<p>a-b. Objectives met. The volume of delivery continues to grow, but at a more stable rate. Growth in FY 2004/2005 is 9.9%, as compared to 9.4% in FY 2003/2004. The more consistent growth rate is influenced by the stable configuration of the URSA ILL program. No new participating libraries were added this past year. Use of the fax machine continues to decline, as email is more frequently the preferred delivery method.</p>
NORTH STATE	<p>a. 90% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt).</p> <p>b. 90% of items sent by intrasystem delivery will be delivered within 3 working days.</p>	<p>a. Objective met. Electronic messages are used increasingly for communication among headquarters and member libraries. A listserv for council members was established to promote easy communication between members as well as to and from headquarters.</p> <p>b. Objective partially met. 90% of items sent by intrasystem delivery are delivered within 3 working days for libraries receiving 2 or 3 days per week delivery. However, libraries in Modoc, Lassen, and Plumas Counties receive items within 8 working days or more, as delivery service is once a week. Alternative methods for delivery that would increase the number of days of delivery without increasing overall cost are being explored.</p>

<p>PENINSULA</p>	<p><u>Communications</u></p> <p>a. 98% of the intrasystem messages will be received within one hour.</p> <p><u>Delivery</u></p> <p>a. 98% of intrasystem messages will be received within 1 hour.</p> <p>b. 98% of total items will be received within 2 working days (main library to main library).</p> <p>c. 98% of labeled items for special rush handling will be delivered to the receiving library by noon of the working day following pick-up (main library to main library).</p> <p>d. 2,700,000 items will be delivered during the fiscal year.</p> <p>e. 50% of all items to SVLS will be delivered within 3 working days.</p> <p>f. 50% of all items to BALIS will be delivered within 3 working days.</p>	<p><u>Communications</u></p> <p>a. Objective met. 100% of messages sent through the automated system and email were transmitted and delivered within seconds of origin.</p> <p>Legislative messages are emailed to System Administration. A listserv for Council members is used to transmit messages instantaneously.</p> <p><u>Delivery</u></p> <p>a. Objective met. 99% of all messages were received within minutes of transmission through the intrasystem email.</p> <p>b. Objective met. 98-99% of total items were received within 2 working days.</p> <p>c. Objective met. 98-99% of items labeled "rush handling" were delivered to the receiving library by noon to 1:00 p.m. of the following day.</p> <p>d. Objective met. 2,247,956 items were delivered.</p> <p>e. Objective met. 50-75% of items to SVLS were delivered within 3 working days.</p> <p>f. Objective met. 50% of all items were delivered within 3 working days.</p>
<p>SJVLS</p>	<p>a. All System messages to be sent in the most cost effective manner to:</p> <ol style="list-style-type: none"> 1. Allow 80% of messages to be received within 4 hours and 100% of the reference and information messages to be received within 24 hours. 2. Allow 100% of planning, coordination, and evaluation messages to be received in a form and manner to expedite decision-making and the efficient use of staff time. <p>b. To allow 100% of interloan and other materials to be delivered within 3 working days.</p>	<p>a.-c. Objectives met. SJVLS operated 1 delivery van in 2004/05. Delivery between members continued to be stretched to capacity by changes in the shared library automated system. Due to lack of funding for the Library of California, van deliveries to Heartland members were eliminated. The addition of all member library staff to the System-run Exchange server allowed most messages to be delivered efficiently over the System network without going through the Internet. Most internet messages are communication with other reference centers, the State Library, and direct communication with patrons. Use of LISTSERV software has enhanced both internal email and external email communication. Agendas and minutes for System meetings are routinely delivered via email and supplemented with posting to the System Web page. Use of a Web-based form for submitting reference questions and use of email continues to reduce the reliance on fax and telephone for</p>

SJVLS (Con't)	c. To allow member resources to be efficiently allocated in handling communication transactions for System activities.	reference center communications.
SANTIAGO	<p>a. 95% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt).</p> <p>b. 90% of items sent by intrasystem delivery will be delivered within 4 working days.</p> <p>c. An online directory of staff at SLS libraries, hosted on the MCLS Web site will be maintained.</p>	<p>a. Objective met. Use of email has ensured receipt of many messages in less than 24 hours.</p> <p>b. Objective met. SLS contracts with MCLS for delivery service. Bi-annual satisfaction surveys continue to rate services as good to excellent.</p> <p>c. Objective met. The SLS directory is hosted on the MCLS Web site and SLS libraries are assigned passwords to access this information.</p>
SERRA	<p>a. 90% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt).</p> <p>b. 90% of items sent by intrasystem delivery will be delivered within 1 working day.</p>	<p>a. Objective met. Messages sent by fax, email, or phone were received immediately.</p> <p>b. Objective met. Serra contracted with a vendor to provide 4 day a week delivery service to System libraries in San Diego County, the Serra offices at San Diego Public, and San Diego State University. Items going to Imperial County from San Diego and vice versa, as well as to certain outlying branches of San Diego County, can take 2 or 3 days longer. The smallest and most remote branches may occasionally require a week. 152,626 items were handled by all segments of Serra's delivery system.</p>
SILICON VALLEY	<p>a. 90% of the intrasystem messages will be received within 24 hours (time of origin to time of receipt).</p> <p>b. 90% of items sent by intrasystem delivery will be delivered within 3 working days.</p> <p>c. 50% of all items sent to PLS libraries will be delivered within 3 working days.</p> <p>d. 50% of all items sent to BALIS libraries and to the MOBAC Library System libraries will be delivered within 7 working days.</p>	<p>a. Objective met. 90% of all intrasystem messages were received within 24 hours, because all libraries and staff have email and Internet connections.</p> <p>b. Objective met. 90% of items sent by intrasystem delivery were delivered within 3 working days.</p> <p>c. Objective met. 50% of all items sent to PLS libraries were delivered within 3 working days.</p> <p>d. Objective met. 50% of all items sent to BALIS libraries and to MOBAC libraries were delivered within 7 working days.</p>

SOUTH STATE	<ul style="list-style-type: none"> a. 90% of intrasystem messages will be received by the addressee within one day or 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be received by the addressee within 3 working days. 	<ul style="list-style-type: none"> a. Objective met. Extensive use of fax and email between SSCLS members and headquarters. b. Objective met. MCLS contracts the delivery between member libraries and MCLS.
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System Communications & Delivery Program
2004/05 Service Methods and Workload Activity

	Actual Communications Workload (Messages)	Telecommunications Systems Usage					Actual Delivery Workload (Items)	Delivery Systems Usage					Actual Miles Traveled By All Delivery Vehicles
		Elec. Mail	Voice Phone	Fax	Internet	Other		System Van	Con-tracted Delivery	US Mail	UPS	Other	
BALIS	8,718	NU	68%	32%	NU	NU	36,715	NU	98%	1%	1%	NU	N/A
BLK GOLD	473,691	NU	8% ^(a)	.08% ^(b)	4.6% ^(b)	87% ^(c)	849,264	97%	NU	2%	0.5%	0.5%	78,850
49-99	11,900	2%	38%	14%	46%	NU	398,250	97%	NU	3%	NU	NU	103,000
INLAND	6,984	N/A	77%	23%	N/A	N/A	144,891	NU	93%	2%	3%	2%	80,000
MCLS	233,796	N/A	2.5%	3.5%	21%	73% ^(d)	67,323	97%	2%	1%	NU	NU	82,755
MOBAC	1,142	NU	55%	45%	NU	NU	110,152	NU	99%	NU	1%	NU	N/A
MVLS	20,000	NU	30%	20%	50%	NU	270,000	98.5%	NU	0.5%	0.5%	0.5% ^(e)	N/A
NO. BAY	55,402	NU	10%	3%	87%	NU	3,306,102	NU	98%	1%	1%	NU	204,152
NO. STATE	45,215	N/A	13%	8%	79%	N/A	452,244	97%	NU	1%	2%	NU	146,554
PENINSULA	287,743	NU	1.5%	0.5%	NU	98% ^(f)	2,247,956	96%	NU	1%	3%	NU	52,000
SJVLS	329,034	31%	0.4%	0.1%	1.4%	67% ^(g)	441,714	99%	NU	0.5%	0.5%	NU	57,400
SANTIAGO	100,500	N/A	85%	13%	2%	NU	13,000	NU	90%	10%	NU	NU	12,000
SERRA	7,462	NU	26%	13%	51%	10% ^(h)	152,626	NU	98%	1.5%	0.5%	NU	60,000
SVLS	10,472	NU	66%	34%	NU	NU	39,278	NU	98%	2%	NU	NU	N/A
SO. STATE	5,127	N/A	34%	16%	50%	NU	1,255	NU	99%	1%	NU	NU	9,670
TOTALS	1,597,186	6%	11%	3%	12%	68%	8,530,770	54%	44%	1%	1%	0.1%	886,381

N/A - Not Available

NU - Not Used

^(a) ATS, Admin, Bib Unit, Cell Phones, SLO computer room and TNS

^(b) Admin, ATS, Bib Unit

^(c) Cat-a-Link Gold holds; holds placed on automation systems

^(d) Delivery and OCLC ILL Subsystem

^(e) Delivery link to 49-99 System

^(f) Telecirc

^(g) Horizon reserve messages

^(h) UPS, US Mail

**LOCAL MEMBER CONTRIBUTIONS TO CLSA SYSTEM PROGRAMS
FY 2004/05**

System	CLSA System Reference			CLSA System Communications and Delivery		
	Percent of CLSA Expenditures for Reference	Percent of Local Funds for Reference	Total Expenditures for Reference	Percent of CLSA Expenditure for Comm. & Delivery	Percent of Local Funds for Comm. & Delivery	Total Expenditures for Comm. & Delivery
BALIS	84%	16%	\$ 107,712	84%	16%	\$ 52,829
BLACK GOLD	96%	4%	56,437	65%	35%	80,187
49-99	53%	47%	110,936	42%	58%	108,382
INLAND	100%	0%	131,863	78%	22%	128,887
MCLS	64%	36%	353,415	59%	41%	159,091
MOBAC	87%	13%	63,941	75%	25%	63,500
MVLS	48%	52%	200,654	62%	38%	129,349
NORTH BAY	74%	26%	137,023	29%	71%	236,124
NORTH STATE	75%	25%	95,964	81%	19%	127,166
PENINSULA	15%	85%	352,356	12%	88%	310,185
SJVLS	59%	41%	132,356	13%	87%	473,676
SANTIAGO	119%	0%	75,087	85%	15%	47,493
SERRA	79%	21%	134,170	94%	6%	68,225
SILICON VALLEY	46%	54%	137,560	78%	22%	46,444
SOUTH STATE	100%	0%	83,322	100%	0%	37,494
TOTAL PERCENT	62%	38%	100%	44%	56%	100%
TOTAL EXPEND.	\$ 1,345,200	\$ 827,611	\$ 2,172,811	\$ 912,000	\$ 1,157,032	\$ 2,069,032

2004/05 expenditures:

	CLSA	Local	LSTA	Total
Administration	570,000 (16%)	3,020,841 ¹ (83%)	33,148 (0.9%)	3,623,989
Reference	1,345,200 (61%)	827,611 ² (38%)	29,740 (1%)	2,202,551
Comm. & Delivery	912,000 (44%)	1,157,032 ³ (56%)		2,069,032
Advisory Boards (SAB)	21,675 (91%)	2,132 ⁴ (9%)		23,807
Total	2,848,875 (36%)	5,007,616 (63%)	62,888 (1%)	7,919,379

¹ all systems contributed local funds to support system administration

² all but three systems (Inland, Santiago, and South State) used local funds to support Reference

³ all but one system (South State) contributed local funds to support C&D

⁴ Three systems used local funds to support the SAB program

Communications and Delivery Expenditures for FY 2004/05
System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	\$ 44,237	\$ 8,592	\$ 52,829
BLACK GOLD	52,012	28,175	80,187
49-99	45,310	63,072	108,382
INLAND	99,937	28,950	128,887
MCLS	93,422	65,669	159,091
MOBAC	47,549	15,951	63,500
MVLS	80,458	48,891	129,349
NORTH BAY	69,332	166,792	236,124
NORTH STATE	103,051	24,115	127,166
PENINSULA	36,920	273,265	310,185
SJVLS	61,463	412,213	473,676
SANTIAGO	40,323	7,170	47,493
SERRA	64,397	3,828	68,225
SILICON VALLEY	36,095	10,349	46,444
SOUTH STATE	37,494	0	37,494
TOTAL	\$ 912,000	\$1,157,032	\$2,069,032

ACTION

AGENDA ITEM: CLSA System Advisory Board

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING: SAB Member Attendance at CLA Annual Conference.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the use of 2006/07 allocated SAB Program funds, where available within each approved SAB budget, and where requested, to reimburse one SAB member from each System for expenses incurred in attending the November 2006 California Library Association conference to be held in Sacramento.

BACKGROUND:

In past years the State Board has approved the use of CLSA System Advisory Board (SAB) Program funds allotted to Systems to support the costs of attendance by one SAB member per System at the annual conference of the California Library Association (CLA). SAB members have reported worthwhile benefits from attending the CLA conference in past years, citing the gaining of a wider understanding of library issues and trends as particularly useful. It is recommended that the Library of California Board approve blanket attendance for one SAB member from each System to attend the November 2006 CLA conference being held in Sacramento, provided that travel funds are available from within the currently approved System SAB budget to support the cost of such attendance. State Board policy has been to consider approval of SAB member attendance at the CLA conference on a year-by-year basis.

Recommendation: Staff recommends that the Board continue its practice of encouraging System Advisory Board members to attend the CLA annual conference and the Library of California Board meeting, when meeting in conjunction to the CLA conference.

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: 2006/07 System Plans of Service for the System Advisory Board Program indicate that all but one System (Inland) have planned to accomplish the duties specified for SABs in the Act (See Exhibit A). Plans indicate that SABs will interact with the administrative council through council meetings and by serving on System committees. SABs will continue their emphasis on publicity and public relations as well as their activities in the evaluation of System services and in the assessment of community needs for library services. Some Systems continue to provide their SABs the opportunity to participate in System-sponsored workshops and training events. Many SABs are making the needs of

libraries known through personal contacts and written communications to state and local legislators, local officials and community groups. Plans of Service estimates show that SAB members will collectively travel over 19,330 miles to attend SAB and Administrative Council meetings. This does not include the many hours SABs contribute by attending these meetings, as well as various committee meetings, to the effort to improve System planning for the delivery of CLSA supported services. SABs also contribute many hours to special projects and publicity for the System.

Each year Systems are required to report the representation of various designated population segments on their System Advisory Boards. A compilation of these reports is included as Exhibit B. Board members are reminded that "representation" does not necessarily constitute membership in specific population segments, and that a single SAB member may represent more than one designated category. It should also be noted that SAB members are appointed by the governing bodies of member library jurisdictions, not by System Administrative Councils.

System annual report summaries for fiscal year 2004/05 were compiled and mailed to Board members and CLSA Systems in April. The achievement of performance objectives for the System Advisory Board program are reproduced as Exhibit C.

System annual reports for fiscal year 2005/06 are due at the State Library on September 1. A compilation of those reports will be mailed to Board members and System contacts in early 2007.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: Summary of 2005/06 SAB program achievements and activities based on System Annual Reports.

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

2006/07 System Advisory Board Workload Estimates and Mandated Activities Summary

	Estimated Number of SAB Meetings	Estimated Miles Traveled	Number of Members	Assist in Development of Plan of Service	Advise Council on Need for Services	Assist in Evaluation of System Services
BALIS	5	750	6	X	X	X
BLACK GOLD	1	800	7	X	X	X
49-99	2	240	2	X	X	X
INLAND ¹	-	-	-	-	-	-
MCLS	2	3,000	21	X	X	X
MOBAC ²	4	200	4	X	X	X
MVLS	2	1,000	14	X	X	X
NORTH BAY	1	600	5	X	X	X
NORTH STATE	4	5,650	12	X	X	X
PENINSULA	5	750	7	X	X	X
SJVLS	3	2,385	9	X	X	X
SANTIAGO	1	205	6	X	X	X
SERRA	6	2,500	8	X	X	X
SVLS	5	750	4	X	X	X
SOUTH STATE	2	500	4	X	X	X
TOTAL	43	19,330	109			

1 - Inland struggles to find members to fill vacant positions.

2 - MOBAC representatives are from member libraries and/or friends' groups.

Population Segments Represented on System Advisory Boards - 2006/2007
As of July 1, 2006

System	Number of Board Members & Alternatives ¹	Population Segments Represented																	
		Economically Dis-advantaged (below poverty level)	Institution-alized	Aged (65+)	Children & Youth				Handi-capped	Speakers of Limited English or English as a Second Language	Non-English Speaking	Ethnicity					Geogra-phically Isolated	Functionally Illiterate	Shut-Ins
					Under 5	5 to 9	10 to 14	15 to 19				Black	Hispanic	Asian	Native American	Other			
BALIS	6 (4V)	1	-	6	6	6	6	6	4	5	3	4	3	5	1	2	-	2	-
BLACK GOLD	7 (1V)	3	1	5	1	1	2	1	2	2	1	2	1	2	2	1	1	3	1
49-99	2 (5V)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
INLAND ²	see below																		
MCLS	21 (15V)	3	2	4	3	3	4	4	2	4	2	4	5	4	-	2	-	1	-
MOBAC ³	see below																		
MVLS	3 (11V)	1	-	1	1	1	1	1	1	1	1	1	1	1	1	1	2	1	1
NO. BAY	5 (11V)	-	-	3	2	2	2	2	-	2	-	-	2	-	1	1	1	-	-
NO. STATE	11 (1V)	11	6	8	10	11	11	11	7	9	8	6	9	5	10	4	11	7	10
PENINSULA	9 (0V)	-	-	8	5	5	5	5	6	4	1	5	6	8	-	3	1	-	-
SJVLS	6 (3V)	-	-	3	4	4	5	5	-	3	1	2	1	3	-	-	-	-	-
SANTIAGO	7 (3V)	-	-	-	-	-	-	-	1	-	-	-	1	1	-	-	-	1	-
SERRA	8 (6V)	7	5	10	8	8	8	8	5	5	4	6	8	6	5	4	6	5	6
SVLS	4 (3V)	-	-	3	4	4	4	4	-	3	1	2	1	3	-	-	-	-	-
SO. STATE	4 (1V)	4	-	1	2	2	2	-	-	4	-	4	4	1	-	-	1	-	-
TOTAL	93 (64V)	30	14	52	46	47	50	47	28	42	22	36	42	39	20	18	24	20	18

¹SAB Members and alternates are appointed by the governing body of the local jurisdiction.

²Inland did not submit a SAB roster indicating population segments.

³MOBAC - No members at this time.

V - Vacancy (ies)

**SUMMARY OF 2004/05 SYSTEM ADVISORY BOARD PERFORMANCE OBJECTIVES
CLSA SYSTEM PROGRAM ANNUAL REPORTS**

System	Performance Objectives	Achievement of Performance Objectives
BALIS	<p>a. Meetings:</p> <ol style="list-style-type: none"> 1. An orientation will be held in September for new members and continuing members. 2. One or more Administrative Council members will attend each SAB meeting. 3. At least 50% of the SAB members will attend workshops appropriate to serving as a Board member. 4. All SAB members will have the opportunity to attend local BALIS workshops. 5. SAB member will receive all Administrative Council agendas and may attend Administrative Council meetings. <p>b. Meeting Content:</p> <ol style="list-style-type: none"> 1. Provide opportunities for on-going self-education through topical meetings, including: a) Friends and Foundation activities, b) State legislative initiatives and legislation. 2. Include time for SAB members to ask questions and/or exchange information about System services. <p>c. Presentations and Activities:</p> <ol style="list-style-type: none"> 1. The SAB will work with PLS and SVLS to develop a workshop focused on fund raising for friends' groups and foundations. 2. The SAB members from BALIS, SVLS and PLS will have a Saturday morning breakfast to discuss issues of mutual interest. 3. Schedule a dinner with the Administrative Council with a speaker on a current library issue. 	<p>a. Meetings:</p> <ol style="list-style-type: none"> 1. Objective met. An orientation was held at the September meeting. 2. Objective met. The Director of Hayward Public Library attends SAB meetings regularly. 3. Objective met. SAB members attended a variety of workshops throughout the year. 4. Objective met. Workshops are open to all SAB members. 5. Objective met. All SAB members received Administrative Council agendas and had the opportunity to attend meetings. <p>b. Meeting Content:</p> <ol style="list-style-type: none"> 1. Objective met. Topical meetings included a) Friends and foundation activities, and b) State legislative initiatives and legislation. 2. Objective met. Each meeting included time to share information and ask questions. <p>c. Presentations and Activities:</p> <ol style="list-style-type: none"> 1. Objective met. The workshop was held February 26, 2005 at SFPL. 2. Objective not met. The breakfast was canceled due to lack of attendance. 3. Objective met. The dinner was held April 27, 2005, at Livermore Public Library and featured State Librarian Susan Hildreth.

BALIS (cont'd)	<p>d. Legislative Activities:</p> <ol style="list-style-type: none"> 1. Consider methods for building links with local, state and federal legislators in order to raise awareness of library issues both local and statewide. 2. Attend CLA Legislative Day and/or Day in the District. <p>e. Planning and Evaluation:</p> <ol style="list-style-type: none"> 1. Participate in planning and evaluation of SAB objectives for FY 2004/05. 2. Evaluate activities for the year and make recommendations as appropriate. 3. Review the System Annual Plan of Service and make recommendations to the Administrative Council. 	<p>d. Legislative Activities:</p> <ol style="list-style-type: none"> 1. Objective met. This issue was discussed in the information sharing section at various meetings. 2. Objective not met. Various members attended both events. <p>e. Planning and Evaluation:</p> <ol style="list-style-type: none"> 1. Objective met. A subcommittee of SAB members worked on the planning and objectives for next year. 2. Objective met. Completed at May meeting. 3. Objective met. Completed at May meeting.
BLACK GOLD	<p>a. Each member of the SAB will develop sufficient understanding of System services and funding to make brief presentations to community organizations. 100% participation is expected.</p> <p>b. Each member will become familiar with the System Plan of Service, FY 2004/05. 100% participation is expected.</p> <p>c. SAB will continue library advocacy public awareness activities in the counties of San Luis Obispo, Santa Barbara and Ventura. 100% participation is expected.</p> <p>d. The SAB will support staff development training programs with Black Gold library staff committees.</p> <p>e. Black Gold will continue to display the photo essay exhibits, "Native Americans on the Central Coast," "Asian/Pacific Americans on the Central Coast," "African Americans on the Central Coast" and "Hispanics on the Central Coast," at member libraries and qualified institutions upon request.</p>	<p>a. Objective met. One SAB meeting was held for information exchange, discussion and familiarization. Two new SAB members were welcomed. The 2004/05 Plan of Service was evaluated and determined that all objectives were met. One SAB member attended the CLA conference as SAB representative.</p> <p>b. Objective met. Members were familiar with the FY 2004/05 Plan of Service and were able to relate it to local library support efforts. The SAB drafted its objectives for the FY 2005/06 Plan of Service at its April meeting.</p> <p>c. Objective met. The library advocacy activity by the Black Gold SAB members was achieved through letters, phone calls, online broadcast email messages and personal meetings with local and state government officials, as well as attendance at CLA Legislative Day, in Sacramento and at CALTAC meetings.</p> <p>d. Objective met. The SAB provided support for training workshops for library staff.</p> <p>e. Objective met. This year the photo essay was displayed at one library. Two booklets were purchased, though additional requests were made for some that are no longer available.</p>

49/99	<ul style="list-style-type: none"> a. 100% of the SAB members will review and contribute to the annual System Plan of Service. b. The SAB will send a representative to one 49/99 Administrative Council meeting and will inform the Council of community information needs if new information is available. c. SAB members will evaluate System services. d. SAB members will inform state legislators, local officials, and community groups about the needs of libraries. e. The SAB members will review and evaluate the SAB activities of the previous year and prepare a plan for the current year's activities. f. 100% of the SAB members will submit written reports of Board and System activities to their respective appointing bodies at the end of their appointed term. 	<ul style="list-style-type: none"> a. Objective partially met. Only one SAB member remained in 2004/05, and he attended two meetings as well as reviewing as needed to the 2004/05 System Plan of Service. It is unknown when each of the System member libraries will appoint Board representatives. b. Objective met. The SAB member was able to attend two System Council meetings in 2004/05 as SAB meetings continue to be held in conjunction with the Administrative Council meetings. This facilitates SAB members attending both SAB and System Administrative Council meetings. c. Objective not met. Due to lack of members. d. Objective met. SAB members were kept informed about current library legislation through distribution of legislative updates from CLA. SAB members were encouraged to contact legislators and other policy makers to inform them about the needs of libraries. e. Objective not met. See a. above. f. Objective not met. Board members have not been consistent about submitting reports to their appointing bodies. They continue to be encouraged to do so.
INLAND	<ul style="list-style-type: none"> a. 75% of SAB members will regularly attend Board meetings. b. 100% of SAB members will be able to understand System services well enough to give a brief presentation about the System to a local community group within one year of appointment. c. The SAB will attempt to heighten awareness of the System among residents of the ILS service areas. 	<p>Objectives a-c met. One SAB meeting was held. The meeting agenda included:</p> <ul style="list-style-type: none"> ▪ Review of Inland objectives and services ▪ Tour of the Inland offices, opportunity to meet Inland staff ▪ Review of Inland proposed Plan of Service and Budget ▪ Information about SIRCULS network, Library of California and other cooperative efforts in the Inland area.
MCLS	<ul style="list-style-type: none"> a. 100% of SAB members will be able to provide reports on MCLS to local boards, City Councils and/or other local bodies, and local news media. b. 100% of SAB members will be able to provide input to the MCLS Council on new program development and on service priorities for their local libraries. c. 100% of SAB members will be able to inform legislators about the needs of libraries. 	<p>Objectives a-d were met. System Advisory Board members were invited to attend the September and May Administrative Council meetings. An orientation was provided at the September meeting, and SAB members were informed of MCLS activities, the needs of libraries, and committee activities during the reports and discussions that took place at the Council meetings. Minutes from the Council and committee meetings are posted on the MCLS Web site.</p>

MCLS (cont'd)	d. 100% of SAB members will be knowledgeable on MCLS committees.	
MOBAC	<p>a. Meetings: At meetings of Commissions and Friends' group, Administrative Council member will discuss System services.</p> <p>b. Meeting Content: Commissions and Friends' groups of MOBAC member libraries will be made aware of MOBAC services and programs and how they impact member libraries.</p> <p>c. Legislative and Advocacy Activities: The libraries' commissions and Friends' groups will be encouraged by the Administrative Council members to visit local officials and state legislators to advocate for library legislation.</p> <p>d. Planning and Evaluation: In May 2005 the MOBAC Council will evaluate the success of this change in the structure for presenting MOBAC services to public representatives.</p>	<p>a. Meetings: Objective met. System services were discussed at a meeting in May with Administrative Council and library (SAB) representatives.</p> <p>b. Meeting Content: Objective met. Through library directors' discussion of MOBAC services and programs with library Commissioners and Friends at local meetings.</p> <p>c. Legislative and Advocacy Activities: Objective met. The libraries' Commissioners and Friends groups were encouraged by library directors to attend CLA Legislative Day and Day in the District.</p> <p>d. Planning and Evaluation: Objective met at the May 2005 meeting with Administrative Council and library (SAB) representatives.</p>
MVLS	a. Explore ways that the SAB members can assist the Administrative Council in the evaluation, development and implementation of services.	a. Objective not met. Although not all vacancies were filled during the reporting period, the SAB members contributed to the review of the Plan of Services.
NORTH BAY	<p>a. All public libraries will be represented on the SAB.</p> <p>b. All of the SAB members will understand NBCLS services well enough to give brief presentations about the System to local community groups and jurisdictional governing bodies.</p> <p>c. A representative from the SAB will attend the Board of Directors' meetings and any other committee meetings as appropriate.</p> <p>d. The SAB will review and contribute to the FY 2004/05 NBCLS Plan of Service.</p>	<p>a. Objective partially met. Although two new SAB members were appointed, the System still lacks representation from all 13 public libraries.</p> <p>b. Objective met. SAB members' attendance at meetings with elected officials throughout the year was well attended.</p> <p>c. Objective met. In addition to Board of Director's meetings, a special luncheon was held with NBCLS Board and SAB members, plus representatives from various libraries' friends groups, commissions, and boards of trustees.</p> <p>d. Objective met. The SAB reviewed and contributed to the NBC Plan of Service.</p>

NORTH BAY (cont'd)	<ul style="list-style-type: none"> e. The SAB will review and evaluate activities of the 2003/04 SAB, and will plan a timeline for 2004/05 activities. f. The SAB will review CLSA System programs in NBCLS and make recommendations to the Board of Directors. 	<ul style="list-style-type: none"> e. Objective met. The SAB reviewed and evaluated activities for 2003/04 and created a timetable for 2004/05 activities. f. Objective met. The SAB reviewed System programs in NBC and made recommendations to the Board of Directors.
NORTH STATE	<ul style="list-style-type: none"> a. 100% of the SAB members will submit written and/or oral reports of Board and System activities to their respective appointing bodies and memoranda to NSCLS Coordinator. b. SAB members will present the Council of Librarians with information about their community service needs and library activities. c. SAB members will share information about library activities with other SAB members and local friends groups. d. SAB members will continue to learn about and contribute to the System by attending a combined 15 committee meetings, 3 training events, and 5 Council meetings. e. 100 % of SAB members will have the opportunity to review and contribute to the 2005/06 System Plan of Service and to evaluate System services. f. The SAB members will review and evaluate the activities of FY 2004/2005 and prepare a plan for FY 2005/2006's SAB activities. 	<ul style="list-style-type: none"> a. Objective met. An analysis of services to local libraries was prepared for each SAB member to present to the funding authority of each public library. b. Objective met. SAB members regularly presented information about their communities at Council meetings. c. Objective met. In particular, the Friends of the Orland and Willow's public libraries began meeting together to discuss promotion of better support from the Glenn County Board of Supervisors. d. Objective met. SAB members attended 34 meetings and other System events. e. Objective met. 100% of SAB members had the opportunity to review and contribute to the Plan of Service through the use of email and a sub-committee meeting. f. Objective met. See a. above.
PENINSULA	<ul style="list-style-type: none"> a. Meetings: <ul style="list-style-type: none"> 1. An orientation will be held in September for new members and staff. 2. Administrative Council members will be invited to attend all of the SAB meetings. 3. At least 50% of SAB members will attend workshops pertinent to serving as SAB members. 4. SAB members will receive all Administrative Council agendas and may attend Administrative Council meetings. 	<ul style="list-style-type: none"> a. Meetings: <ul style="list-style-type: none"> 1. Objective met. An orientation was held in September. 2. Objective met. Administrative Council members received all SAB agendas inviting them to attend. 3. Objective not met. SAB members were invited to attend all system workshops. 4. Objective met. SAB members were given Administrative Council agendas.

PENINSULA (cont'd)	<p>b. Meeting Content:</p> <ol style="list-style-type: none"> 1. Time will be provided at each SAB meeting to discuss community needs and views for library service. 2. Time will be scheduled at each meeting for SAB members to ask questions and/or exchange information about System services. 3. Each SAB agenda will include the opportunity for SAB members to share local library information. <p>c. Presentations/Activities:</p> <ol style="list-style-type: none"> 1. Each SAB member will serve as public relations representative for local libraries. 2. 100% of SAB members will be able to understand System services well enough to give a brief report to the jurisdictions they represent. 3. The SAB will work with the BALIS SAB to develop a workshop focused on fund raising for Friends' groups and foundations. 4. The SAB members from PLS and SVLS will have a morning breakfast meeting to discuss issues of mutual interest. <p>d. Legislative/Advocacy Activities:</p> <ol style="list-style-type: none"> 1. The SAB will co-host a System-wide library issues breakfast with the SAB from SVLS (federal, state, local lawmakers invited). 2. At least one SAB member will represent the SAB at CLA's Legislative Day or attend Day in the District. <p>e. Evaluation: The SAB will monitor its success in achieving its objectives by self-evaluation at the May meeting.</p>	<p>b. Meeting Content:</p> <ol style="list-style-type: none"> 1. Objective met. The community needs of member libraries were discussed and how members approached meeting them. 2. Objective met. System projects/services were scheduled for discussion at each meeting. 3. Objective met. Each SAB member reports to his/her local jurisdiction on System activities. <p>c. Presentations/Activities:</p> <ol style="list-style-type: none"> 1. Objective met. Each SAB member reports to his/her local jurisdiction on System activities. 2. Objective met. SAB members are informed of System services, and each meeting includes System updates. 3. Objective met. A workshop on fundraising for Friends' groups and foundations was held in February 2005. 4. Objective not met. Breakfast was cancelled due to lack of attendance. <p>d. Legislative/Advocacy Activities:</p> <ol style="list-style-type: none"> 1. Objective met. The System-wide library issues breakfast was held in April 2005 and featured State Librarian, Susan Hildreth. 2. Objective met. Various members participated in CLA's Day in the District. <p>e. Evaluation: Objective met. The SAB provided a self-evaluation at its May 2005 meeting.</p>
SJVLS	<p>a. 100% of SAB members will be knowledgeable about System services.</p>	<p>a. Objective partially met. SAB members were knowledgeable of System services through meetings, printed products, orientation, and site visits. Vacancies and poor attendance made it impossible to achieve this</p>

SJVLS (cont'd)	<ul style="list-style-type: none"> b. 100% of SAB members will be able to give a presentation regarding System services in their local jurisdiction. c. 100% of SAB members will be knowledgeable about CLSA services. d. 100% of SAB members will be knowledgeable about their local library services. e. SAB members will provide information whenever necessary to help the Administrative Council in evaluating and in providing improved services at the System level. f. Continue to distribute public awareness program materials and evaluate program effectiveness. 	<p>objective. Members who attended struggled with the role and need for an advisory council.</p> <ul style="list-style-type: none"> b. Objective met. Members made informal contacts within their jurisdictional areas. c. Objective partially met. SAB members were knowledgeable of CLSA services through meetings, printed products, orientation, and site visits. Vacancies and poor attendance made it impossible to achieve this objective. d. Objective partially met. SAB members were knowledgeable of local library services through meetings, printed products, orientations, and site visits. Vacancies made it impossible to achieve this objective. e. Objective met. SAB members provided information on services during regular Council meetings, and consultation with local librarians. Members will be asked to participate in the 2005 Day in the District. f. Objective partially met. The System monitored the use of the System brochure and authorized an update in 2004/05; however, work was not completed.
SANTIAGO	<ul style="list-style-type: none"> a. The SAB will hold a meeting in April to review the Plan of Service for 2005/06. b. All SAB members will receive agendas for all SLS Council meetings and will be encouraged to attend at least one SLS Council meeting during the year. c. At least two SAB members will attend a CALTAC Workshop in Library Leadership and/or other library related events, to become more aware of the roles and responsibilities of advisory board members, and will report back to the SAB about the event. d. SAB members will, in consultation with their library directors, promote library services and educate community members about library services and the library's role in the educational System. 	<ul style="list-style-type: none"> a. Objective met. The meeting to review and approve the Plan of Service was held jointly with the SLS Council in April 2005. b. Objective met. At least one SAB member attended the four SLS Council meetings. The joint SLS Council/SAB meeting was attended by four SAB members. c. Objective met. Members of the SAB attended library-related events in their communities. d. Objective met. All SAB members represented libraries and promoted library services in their community.
SERRA	<ul style="list-style-type: none"> a. The SAB will report at each meeting of the System Administrative Council to provide citizen input on service, activities and needs. 	<ul style="list-style-type: none"> a. Objective met. The SAB met four times during the year with the Administrative Council. The System Plan of Service and Budget are agenda items at the appropriate joint meetings as well as the separate SAB meeting, and are always scheduled on the same day as the joint meeting.

SERRA (cont'd)	<ul style="list-style-type: none"> b. The SAB will collaborate with at least one Serra committee on a specific project(s). c. An orientation session will be scheduled to inform new SAB members of System operations and services. d. SAB will review the System Plan of Service and Budget. e. The SAB will seek local city and county legislative support of System programs. f. The SAB will recommend techniques for publicizing System programs and projects. g. The SAB will advise on all issues referred by the Administrative Council. 	<p>A SAB report, both from the entire Board and from individual members, is a standing item at all Administrative Council meetings. The SAB Chair is a standing member of the Serra Executive Committee.</p> <ul style="list-style-type: none"> b. Objective met. The SAB supported the Summer Reading Program in collaboration with Serra Committees. One SAB member is appointed as liaison to all six active System Committees. The SAB helped fund the purchase of manuals for each library, printed materials, and an Activities Workshop from the California Summer Reading Program. c. Objective partially met. Three new members were appointed to the Board, one for Escondido and two for Coronado. Each received an information packet about Serra and the SAB. The new representative for Coronado visited the Serra office for an hour. d. Objective met. The SAB reviewed the Plan of Service and Budget at the May 2005 joint meeting. e. Objective met. The SAB member for San Diego Public Library reports on System activities regularly at the monthly meetings of the San Diego City Board of Library Commissioners. SAB members also attended the informal luncheon arranged by Administrative Council Chair Laura Mitchell to honor outgoing State Senator Dede Alpert for her extraordinary support of libraries. f. Objective met. See a. above. g. Objective met. See a. above.
SILICON VALLEY	<ul style="list-style-type: none"> a. Meetings: An orientation will be held in October for new members if recruitment is successful. A subcommittee will meet in April to assist with the development of the Plan of Service. A meeting will be held in May to review the Plan of Service. b. Meeting Content: Orientation for new members (October) Development of 2005/06 Plan of Service (April) Review/approve 2005/06 (May) c. Legislative and Advocacy Activities: <ul style="list-style-type: none"> 1. The SVLS SAB will co-host a System-wide Library Issues 	<ul style="list-style-type: none"> a. Meetings: Objective met. The full SAB began meeting in 2005 following successful recruitment of members. Orientation was held at that time and the Annual Plan of Service was adopted for 2005/2006. b. Meeting Content: Objective met. The orientation for new members and the development, review and approval of the Plan of Service was held in February 2005 following recruitment of members. c. Legislative and Advocacy Activities: <ul style="list-style-type: none"> 1. Objective met. The joint Library Issues Breakfast was held in April 2005, and featured State Librarian Susan Hildreth.

SILICON VALLEY (cont'd)	<p>Breakfast with the SAB from PLS. This annual breakfast is a popular event for local elected officials.</p> <p>2. The libraries' Commissions and Friends' groups will be encouraged by the Administrative Council members to visit local officials and state legislators to advocate for library legislation.</p> <ul style="list-style-type: none"> • The SAB will work with the BALIS and PLS SABs to develop a workshop for friends and commissions in the three-system area. • The SAB members from SVLS, BALIS and PLS will have a Saturday morning breakfast meeting to discuss issues of mutual interest. <p>d. Planning and Evaluation: The SVLS Council will evaluate the success of the SAB activities in May 2005.</p>	<p>2. Objective partially met. The Commission and Friends' groups were encouraged to participate in Day in the District and CLSA Legislative Day.</p> <ul style="list-style-type: none"> • The meeting with SAB members of BALIS, SVLS, and PLS was postponed <p>d. Planning and Evaluation: Objective met. At the May 2005 meeting, members discussed that the SAB representatives from SVLS would meet with the PLS SAB in 2005/06.</p>
SOUTH STATE	<p>a. 100% of SAB members will familiarize themselves with the 2004/05 Plan of Service.</p> <p>b. SAB members will be encouraged to attend the System Administrative Council meeting and provide input on the need for and/or evaluation of services and programs.</p> <p>c. 100% of the SAB members will be able to understand System services well enough to give a brief presentation about the System to local community groups.</p> <p>d. All SAB members will communicate local library and service needs to the Administrative Council and to community leaders and government officials.</p> <p>e. The Advisory Board will make available material supporting libraries and library legislation.</p>	<p>a. Objective met. 2004/05 Plan of Service was distributed to all Advisory Board members. Their input into future Plans has been encouraged.</p> <p>b. Objective not met. SAB members were notified of each System Administrative Council meeting. No SAB members attended any of the Administrative Council meetings; however, the Administrative Coordinator reported on SAB activities.</p> <p>c. Objective met. All Advisory Board members understood SSCLS services well enough to give presentations about the System to local community groups. They shared appropriate System products with their community, such as the System brochure. The SAB members received notification of System activities, copies of System products, and legislative updates.</p> <p>d. Objective met. SAB members were encouraged to participate in Legislative Day and CLA.</p> <p>e. Objective met. The SAB supported the children's summer reading program at member libraries.</p>